



# San Mateo County Occupational Outlook Report 2002





## **A Product of:**

The California Cooperative Occupational Information  
System (CCOIS)  
([www.calmis.ca.gov](http://www.calmis.ca.gov))

## **Sponsored by:**

NOVA  
([www.novaworks.org](http://www.novaworks.org))

The California Employment Development  
Department (EDD)  
([www.edd.ca.gov](http://www.edd.ca.gov))

The California Career Resource Network  
(CalCRN)  
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# Acknowledgements

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### **Employers:**

The employers who contributed their valuable time to answer our occupational surveys.

### **Resources:**

Employers, educators, union representatives and other resource people who were contacted because of their expertise in the occupation.

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## Overview

The San Mateo County Labor Market Information Study is produced as part of a state-wide project called the California Cooperative Occupational Information System (CCOIS). The program is a cooperative effort between NOVA, the County of San Mateo Human Services Agency, and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID). It is an annual study conducted to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. Funding for this study is provided by EDD and NOVA.

## San Mateo Workforce Investment Board

It is the mission of the San Mateo County Workforce Investment Board to establish and oversee the implementation of policies which promote an integrated, innovative workforce development system to help ensure that:

- The workforce will develop and improve skills that lead to a better quality of life.
- Employers will have a local workforce which will keep the business community productive and competitive.
- San Mateo County will have a diverse, thriving economy.

In this effort, the WIB strives to enable San Mateo County residents to find and keep jobs that help them achieve their full employment potential; encourage employers to use the workforce development system to successfully locate, hire, train, and retain qualified employees; and to support workforce development partners in maintaining a strong local economy, reflecting the diversity of job seekers and employers and the unique spirit of entrepreneurship and innovation that characterizes our local area.

The County of San Mateo Human Services Agency is the fiscal and administrative agent of the Workforce Investment Board, and strives to promote self-suffi-

ciency, increase family strength and stability, and improve community health. In collaboration with PeninsulaWorks, San Mateo County's one-stop employment centers, dedicated staff and community partners work tirelessly on behalf of clients and working families to help them reach these goals. Through these collaborative efforts, youth, adults and families are able to obtain training and employment services to secure higher wage jobs and move toward self-sufficiency.

## NOVA

For 19 years, NOVA ([www.novaworks.org](http://www.novaworks.org)) has built opportunities for workforce development in Silicon Valley. As a primary administrator of local employment and training funds, and an organization established to coordinate private and public efforts in that area, NOVA is in an ideal position to act as the coordinator of the local portion of the California Cooperative Occupational Information System.

NOVA was created under the Federal Job Training Partnership Act, which was replaced in 1998 by the Workforce Investment Act (WIA). The newly renamed NOVA Workforce Board, representing a substantial mix of companies, organizations, and communities in Silicon Valley, directs NOVA in offering a wide range of services to both job seekers and businesses.

The services provided by NOVA benefit both businesses and job seekers. Businesses can receive assistance with their hiring, retraining or outplacement needs through the newly created CONNECT! Business Service Center. CONNECT! is a collaborative of 33 partner agencies, including NOVA, that expands access to workforce services and provides all clients with a seamless one-stop system. Job seekers may receive vocational testing and counseling as well as assistance in obtaining the competitive skills necessary to enter the work force at the CONNECT! Job Seeker Center. NOVA services go well beyond WIA and include such things as special projects for employee retraining, veterans, youth, and other new entrants to the workforce. The NOVA Workforce Publications team, in addition to completing the yearly CCOIS project, also completes a variety of industry-specific reports and special research projects as determined by funding and the Board.

# Introduction

## Labor Market Information Division (LMID)

The CCOIS project is administered by LMID to encourage state and local cooperation in gathering, analyzing and distributing occupational information. LMID has access to an extensive state database from which to provide information and projections concerning local labor market conditions. LMID's expertise, technical assistance and database have all been made available to NOVA and, through this publication, are now being made available to you. The Project Methodology section describes the various tasks of NOVA and LMID in the survey process.

## Uses of the Data

The data in this publication has been gathered, analyzed, and is distributed with the intention of being used by a variety of organizations and individuals for many different purposes. Some of the most important uses are listed below.

**Career Decisions:** The Occupational Tables have been specifically designed for use by career counselors and job seekers to provide easy-to-read local information on 25 occupations. The localized information includes employer requirements and preferences, wages, and labor supply and demand. It may help career counselors and job seekers make informed occupational choices based on skills, abilities, interests, education, and personal needs. In the "Description of Occupational Outlook Tables," each section of the table is defined. Suggestions for interpreting the data have been made in italics. It is hoped that this format will make it easier for career counselors to use this data effectively when working with clients.

**Placement and Job Development:** When job counselors and job developers are looking for appropriate placements for clients, the Occupational Outlook Tables can also be of help. Supply and demand information is provided to assist job seekers in making a decision as to whether a particular occupation is appropriate for their skills, abilities, education and needs. The information may help the counselor and job seeker assess the job market and become more aware of the job skills which San Mateo County employers rate as important for entry into the occupation. The information provided under the title "Where the Jobs Are" can guide the job seeker toward industries which are the largest sources of employment for that occupation.

**Vocational Program Planning:** The report provides local planners and administrators with employment data including occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs. The Occupational Tables provide local planners with supply and demand, occupational size, and expected growth rate information. This section summarizes data collected from state tax records as well as a federal occupational survey and information collected directly from local employers. Multi-source information makes it possible to make more confident judgments concerning the suitability of occupations for training.

**Economic Development:** Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, which is useful in determining the potential for business growth and development in the San Mateo County labor market area. Information on supply and demand, occupational size, growth rates, and wages and benefits can be used in establishing the suitability of San Mateo County for specific types of business growth and development.

**Curriculum Design and Program Marketing:** Training providers can assess and update their curriculum based on current employer needs and projected trends as indicated in this report. They can also effectively market their programs by informing students, employers, and others that the chances for job placements are much greater because their programs are developed using reliable local information.

**Human Resource Management:** Both small business owners and large corporate human resource directors can use this report to determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

It is hoped that this publication will meet the needs of its users. If you have any suggestions for improvement, please contact the: **NOVA Workforce Publications Team at (408) 730-7232 or email [publications@novaworks.org](mailto:publications@novaworks.org)**

# Project Methodology

LMID developed Occupational Forecast Tables specifically for San Mateo County (Appendix F). These tables provide 1999 employment information by occupation, projected over a seven- year growth period. Separation figures and occupational distribution by industry are also provided.

These tables contain information on over 400 occupations. They are generated using state unemployment insurance records of San Mateo County businesses as well as the federally financed Occupational Employment Statistics (OES) survey of occupational distribution. Each occupation is identified according to Standard Industrial Classification (SIC) titles. The tables are an invaluable addition to the in-depth information provided in the OOR.

## **Occupational Selection Criteria**

NOVA applied the following criteria to narrow the list of possible survey occupations to 25:

- The occupation must have a substantial employment base in the county;
- There must be a substantial number of projected job openings in the county;
- There appears to be present and future occupational growth;
- There appears to be a substantial potential for earning capacity;
- The training time required for the occupation must be two years or less, allowing for some exceptions based on the strength of the other criteria;
- The skills requirements are impacted by some fluctuation in the labor market or emerging technology.

## **Survey Sample Selection**

A preliminary list of occupations was developed. This list was reviewed by representatives from community-based vocational training programs, educational institutions, organized labor, economic development organizations, and the Workforce Board. From the input of these organizations, some occupations were eliminated and others added. A final list of occupations was then selected. Each occupation was clearly defined and an appropriate OES/DOT title was assigned. Based on the final sample, LMID developed

an employer sample for each occupation. When drawing up the employer sample, the pattern of distribution of industries was considered. Industries are classified by the Standard Industrial Classification manual (after 2002, industries will be classified according to the new North American Industry Classification System). There are nine major industry groups, including:

- Agriculture, forestry, and fishing
- Mining
- Construction
- Manufacturing
- Transportation, communications, electric, gas, and sanitary services
- Wholesale trade
- Retail trade
- Finance, insurance, and real estate
- Public administration

LMID staff, using detailed databases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a medical assistant would generally work for a firm classified in the health services category, whereas a word processor may be scattered across several industries—health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. If 20 percent of San Mateo County workers in an occupation were found in a specific industry, then 20 percent of the sample was drawn from that industry.

The sample was carefully reviewed, and employers were called to verify company name and address, confirm the existence of the occupation at the company, and obtain the name of a contact person. Employers were added or deleted as appropriate. The final sample included up to 40 employers for each occupation.

## **Questionnaire Development**

The same questions were asked for each of the 25 occupations (see Appendix E for a sample). Since the standard questionnaire did not contain a skills question, NOVA obtained that information from The Skill Matrix Network ([www.skillmatrixnetwork.com](http://www.skillmatrixnetwork.com)). The

# Project Methodology

Network is a new on-line information system designed for career seekers, employers, and all other individuals and organizations that need up-to-date information about occupations and skills.

The new O\*NET-SOC classification system and O\*NET (Occupational Information Network) database developed by the U.S. Dept. of Labor serves as the foundation for this website's occupation and skills database. The levels of education and training achievement were defined for the Skill Matrix Network using education levels previously defined by the U.S. Dept. of Labor (Bureau of Labor Statistics). However, in the context of the O\*NET-SOC classification system, many of the occupations appeared to be identified with incorrect education levels. Therefore, each of the 900+ occupations in the database were analyzed again in order to determine the most accurate (most typical) education and training level. Additional sources for this analysis included the Occupational Outlook Handbook, America's Job Bank, and employer surveys by the Workforce Information Group, Inc.

Knowledge and skill information indicate the skills and other qualifications that are important to perform the duties for a given occupation. The importance level ratings for these occupational qualifications are based on O\*NET's sliding scale of one to five that reflects a survey response range of "Not Important" to "Extremely Important" (as rated by incumbent workers or subject matter experts). For the purposes of this report, only skills and knowledge information given a rating of three or higher are shown. Definitions for each of the skills listed can be found in Appendix D. In the occupational tables, ratings are shown in the parentheses after each skill.

## Data Collection

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Employers were contacted by phone and were given the opportunity to respond to the questionnaire at that time, or to return it by FAX or mail. Data collection began in July 2002 and was completed in January 2003. Additional employers were added to the origi-

nal sample as necessary to ensure meeting a 50% response rate and to survey 40% of the sample's projected employment size.

All surveys were reviewed for accuracy of the data, and employers were re-contacted if answers were missing, unclear or conflicted with other data. In addition to contacting employers the NOVA staff, when necessary, contacted labor unions, employment agencies, and training providers to learn more about a specific occupation.

**Tabulation:** The survey responses were entered into a database and tabulations were prepared. From these tabulations, the data was analyzed and the final occupational summary reports were prepared by NOVA staff. Each occupational statement provides information on training and hiring requirements, size of the occupation and expected growth rate, supply and demand assessment, major employment sources, and other information. Specific employer information is confidential and cannot be released.

## Disclaimers

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The wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Please note that percentages may not add up to 100 in the Occupational Tables due to rounding.

The Employment Development Department (EDD) does not endorse the schools listed in the California Training and Education Providers (CTEP) Directory. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile.



# Description of Occupational Tables

## Overview

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The Occupational Tables (pages 1-50) present a summary of the project's findings by occupation. A separate table is presented for each of the 25 occupations for which surveys were completed. Major sections of each table include:

- Occupational Title and OES Code  
Occupational Definition
- Wages & Benefits
  - Wages
  - Benefits
  - Hours Worked
  - Shifts
- Employer Requirements
  - Education
  - Training & Experience
  - Skills, and other requirements
- Projections
  - Forecast levels
  - Employment Levels
    - Past 12 months
    - Next 24 months
- Supply & Demand
  - Difficulty in Finding Applicants
  - Recruitment Methods
  - Turnover
- Where the Jobs Are
- Size of Occupation
  - Range
  - Gender
- Training Providers

The following is a brief description of each section of the tables, definitions of terms relevant to the specific sections, and suggestions concerning how the information can be used effectively.

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) titles. The titles and definitions are based on the 1999 OES dictionary published by the Bureau of Labor Statistics,

and are published verbatim per contractual requirement.

Note: An OES code is not listed for the following occupations since they do not fit into any OES classifications: Biotechnology Laboratory Assistants, Biotechnology Research Assistants. These occupations were selected for the survey based on the needs of the local users of occupational information.

## Wages & Benefits

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### Wages

Wage data serves as a guide for comparing salaries of one occupation to those of another. The information helps ascertain the exact calculated salary ranges and median wages for each occupation. Where applicable, this information is provided for both union and non-union employees. All wages reflect responses given by employers surveyed.

Please note that this data is not meant to represent official prevailing wages and should be used (if at all) with caution for wage and salary administration. Wages are reported for three occupational levels as follows:

- **New Hires** – Wages generally paid to persons trained or qualified but with little or no paid experience in the occupation.
- **New Hires Who Are Experienced** – Starting wage generally paid to journey-level or experienced persons who are just starting at the firm.
- **Experienced Employees (3+years w/ the firm)** – Wages generally paid to individuals with three years or more experience at the firm in that occupation.

### Benefits

The benefits section identifies what percentage of the employers surveyed offer benefits to employees (both full-time and part-time where applicable) in the occupation. This section also indicates who pays for the benefits, e.g., employer pays all, employee pays all or both share the cost. Please note that all percentages are from 0 – 100 percent.

# Description of Occupational Tables

Note: Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision. Ranges are also considered to be representative.

## Hours Worked

This section identifies typical working hours of employees in the occupation. More specifically, it shows how many hours per week they work on average (if at all).

## Shifts Worked

This section identifies what shift the employees work in the occupations such as, Day, Swing or Graveyard.

## Employer Requirements

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### Education

This section identifies the minimum level of formal education that firms require when hiring a candidate into the specific occupation. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

### Training & Experience

**Training:** Generally refers to training as provided by Regional Occupational Programs, adult education, private vocational schools, state approved apprenticeship programs and community college training programs. Some occupations have legal or voluntary licensing, registration, or certification requirements which stipulate training or proficiency tests. Details are provided where applicable.

Note: It should be noted that just meeting employer requirements may not be sufficient for employment. Often, the difference between obtaining employment for an inexperienced person is completion of the preferred levels of education and training. This is particularly true in occupations where supply exceeds demand and the inexperienced are competing with the experienced.

**Experience:** The type and amount of experience required by employers and areas in which employers look for experience is noted in this section. If training

is an acceptable substitute for work experience, that is also noted.

This section provides a good indication of the degree of competition for jobs in the occupation. The more experience an employer requires, the stronger the competition and the harder it will be to enter the occupation with the proper qualifications but no experience. Please note that the sum of all rows equal 100 percent.

## Skills & Other Requirements

This section provides a summary of employer requirements and preferences in relation to the occupation. It is divided into three categories: Skills, Knowledge, and Computer Software Skills.

Note: With the passage of the Americans With Disabilities Act in 1990, employers must determine the "essential functions" of a position. The designation of a skill as "very important" or "important" is based upon employer preference. These terms are in no way meant to determine which skills are "essential functions" of the position. Employers will have to make that designation for each occupation at their firm. It is also important to note that although employers report their preferences as to physical skills, the Act also states that "reasonable accommodation" must be made for applicants and employees who have a disability. For more information about the Americans With Disabilities Act, contact NOVA at (408)730-7232.

## Projections

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### Forecast Level

This is a relative term relating to the rate of growth projected for the occupation from 1999-2006 in San Mateo County. The Occupational Forecast Tables (Appendix F) provided by EDD/LMID show a growth projection for each occupation. These projections are evaluated against data collected from employers, and from trade associations, schools and industry analysis to provide a reasonable estimate of growth potential. Projections are generally the numbers that are most relied upon to provide an indication of whether an occupation is expected to have high demand for new employment. Although it is a good starting point, other factors, such as separations, should be consid-

# Description of Occupational Tables

ered in attempting to determine the availability of job opportunities in an occupation.

The average projected growth for Santa Mateo County is 12.5% during the seven year period of 1999-2006. Ranges have been established around the 12.5% average as follows:

- Much Faster than Average = 18.8% and Above
- Faster than Average = 13.8% - 18.7%
- Average = 11.3% - 13.7%
- Slower than Average = 1.0% - 11.2%
- No Significant Change = Less than 1.0% to 0.0%
- Slow Decline = Less than 0.0%

Growth data can help determine if an occupation is likely to provide increasing or decreasing job opportunities in the future. Even in growing occupations however, the supply of qualified people could exceed the demand for a variety of reasons, including small occupational size, large numbers of people who already meet the occupational requirements, and/or large numbers of people being trained for that occupation.

## Employment Levels

### Past 12 Months

### Next 24 Months

This chart reports how employers responded when asked, whether employment in an occupation declined, remained stable, or grew during the last 12 months. Employers also responded to whether they expect employment in an occupation to decline, remain stable or grow over the next 24 months. Please note that the sum of all rows equal 100 percent.

## Supply & Demand

### Difficulty in Finding Applicants

Information in this section reports the level of difficulty employers have finding both inexperienced as well as fully experienced and qualified applicants. Terms used to describe levels of difficulty employers have finding candidates are as follows:

**Not Difficult**—Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

**Moderately Difficult**—Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants. Qualified applicants encounter little competition in

their job search.

**Very Difficult**—Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.

Overall, this section provides the best current indication on the degree of ease or difficulty for a job seeker to obtain employment in the occupation. The information is not absolute, and it can change over time, but it provides a good tool in selecting an occupation for employment in the immediate future. Other factors, such as size of the occupation, projected growth, and separations (discussed in employment trends), should also be taken into consideration when deciding on the suitability of an occupation. In most cases, the most desirable occupations requiring the least training will be difficult to enter. Occupations that are easy to enter may have elements that are not attractive to the job seeker. Sometimes starting in an occupation considered less desirable will provide the job seeker with the experience required to enter a more desirable occupation at a later time.

## Recruitment Methods

This section lists the top recruiting methods the surveyed employers use when recruiting for the occupations.

## Turnover

A comparison of the total number of employees in the occupation to vacancies filled resulting from promotions and employees leaving the firm in the past 12 months. For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Replacement openings are most numerous in occupations with relatively low training. The formula used to calculate annual turnover percentage is as follows:

# of promotions	+	# of employees leaving firm
<hr/>		
total # of employees in occupation	-	# of new positions

## Where The Jobs Are

This section provides a list of types of industries which are the largest sources of employment for the occupation in San Mateo County. The titles are from the Standard Industrial Classification system, as used in

# Description of Occupational Tables

the 1999-2006 Occupational Forecast Tables (Appendix F). This information is helpful to job seekers and job developers by identifying industries most likely to provide employment in the occupation. It is often recommended that job seekers contact employers within major employing industries in order to get more specific information for career planning.

## Size of Occupation Range

This is a relative term assigned to the number of people employed in the occupation as reported in "Annual Average 1999." The designation is different for each county and is based on the size of the work force in the county.

The range categories for San Mateo County is converted to the relative term based on the following table:

- Small = 533 or less
- Medium = 534 – 1,064
- Large = 1,065 – 2,308
- Very Large = 2,309 or more

The size of the occupation is important because it influences the availability of jobs. For instance, an occupation that is growing very slowly but is also very large could still be a good source of employment. Conversely, an occupation that is growing rapidly but is small in size may not provide good job opportunities at this time for significant numbers of people.

## Gender

This section gives a percent breakdown of gender distribution in the particular occupation. It is stated as a percentage of the employees represented.

## Training Providers

**Appendix A** has a list of the Training Providers for each occupation.

**Appendix B** lists the Training Providers in alphabetical order with detailed information on the address and phone number. Appendix B can be used as a cross reference with Appendix A.

**Note:** It should be noted that just meeting employer requirements may not be sufficient for employment. Often, the difference between obtaining or not obtaining employment for an

inexperienced person is completion of the preferred levels of education and training. This is particularly true in occupations where supply exceeds demand and the inexperienced are competing with the experienced.

## Training Directory

The San Mateo County Training Directory is produced as part of a state-wide project called the California Cooperative Occupational Information System (CCOIS). This program is a cooperative effort between NOVA and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID).

## Uses of the Directory

The data in this publication is intended for use by a variety of organizations and individuals. Some ways the directory can be used are as follows:

- The directory can be used as a reliable resource for vocational and career training available in San Mateo County;
- The directory can be used by employers interested in finding skilled workers or in search of training programs for new or current employees;
- Career counselors and employment professionals can use the directory to assist individuals in selecting training programs that meet individual needs and career goals;
- The directory can be used by all those looking to upgrade their skills to advance or to enhance their employability.

**Note:** NOVA does not endorse or recommend any particular training providers or programs. While we have made every effort to ensure that program information is accurate and up-to-date, this information changes frequently. Please contact the training providers directly to verify and/or update information.

This Directory is not intended to be a comprehensive list of all training providers in San Mateo County. It is limited to those schools who responded to our request for information and expressed an interest in participating.



# Occupational **Tables**

# Accountants and Auditors

OES 211140

Accountants and Auditors examine, analyze and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

## Wages & Benefits

### Wages

Non-Union and Union

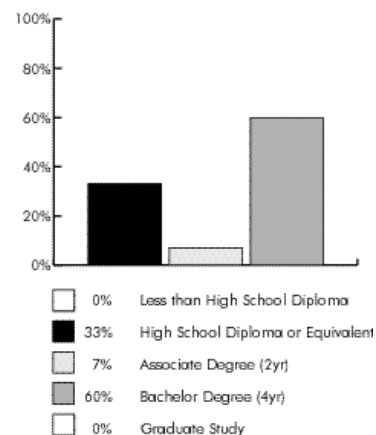
	Low	High	Median
New hires, no experience	\$18.22*	\$18.82	<b>\$18.52</b>
New hires, experienced	\$14.38	\$35.96	<b>\$19.18</b>
3 years with firm, experienced	\$18.00	\$40.75	<b>\$24.45</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers.

## Employer Requirements

### Education



## Benefits

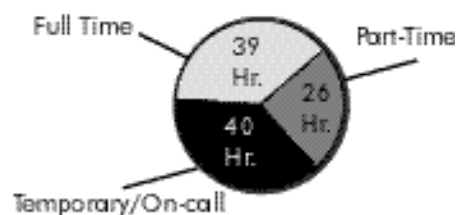
	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	87%	7%	0%
Dental	93%	0%	0%
Vision	73%	0%	0%
Life	93%	0%	0%
Sick Leave	93%	0%	0%
Vacation	100%	0%	0%
Retirement	80%	0%	7%
Child Care	13%	7%	0%
Other*	27%	0%	0%

\*Flex Spending

## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	87%	13%	
Previous experience required: 29 mos. on average			
Training as a substitute for experience	23%	77%	
6 mos. of training on average can be substituted for experience.			

## Hours Worked per week (avg.)



## Work Shifts



# Accountants and Auditors

## Skills & Other Requirements

### Skills

Mathematics (5.00)  
 Systems Analysis (4.83)  
 Complex Problem Solving (4.83)  
 Management of Financial Resources (4.83)  
 Judgment and Decision Making (4.83)  
 Reading Comprehension (4.83)  
 Monitoring (4.66)  
 Systems Evaluation (4.66)  
 Critical Thinking (4.66)  
 Active Learning (4.50)  
 Active Listening (4.33)  
 Writing (4.33)  
 Operations Analysis (4.33)  
 Speaking (4.16)  
 Time Management (3.66)  
 Quality Control Analysis (3.33)  
 Equipment Selection (3.33)  
 Learning Strategies (3.16)  
 Management of Personnel Resources (3.00)

### Knowledge

Mathematics (5.00)  
 Economics and Accounting (5.00)  
 Administration and Management (3.83)  
 English Language (3.33)  
 Clerical (3.16)

### Computer

Word Processing  
 Spreadsheet  
 Database  
 Solomon

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 1.7%

## Recruitment Methods

71%	Internet
57%	Employee Referrals
43%	Newspaper Ads
36%	Other = Word-of-Mouth, Bulletins, Employment Office
21%	Private Employment Agencies
7%	Colleges/Universities
7%	In-house Promotion or Transfer

## Where the Jobs Are

- Accounting, Auditing, and Bookkeeping
- Engineering and Architectural Service
- Elementary & Secondary Schools
- Federal Government
- Hotels and Motels
- Hospitals
- Investment Offices
- Local Government, Except Hospitals and Education
- Management and Public Relations
- Miscellaneous Investing
- Personnel Supply Services
- Research and Testing Services

## Projections

The projected growth for the period of 1999-2006 for **Accountants and Auditors** is 16.9% (faster than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	27%	67%	7%
Projected over the next 24 months		80%	20%

## Size of Occupation

Size as of 1999 = 3,200 employees (very large)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Please do not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

### Wages & Benefits

#### Wages

##### Non-Union and Union

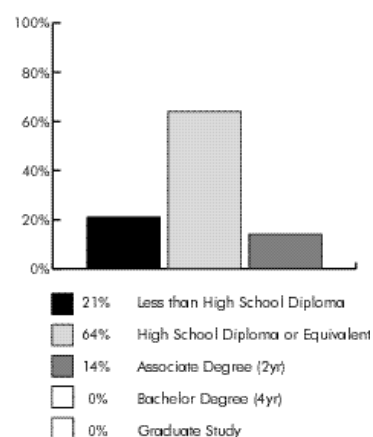
	Low	High	Median
New hires, no experience	\$9.00	\$17.00	<b>\$12.00</b>
New hires, experienced	\$9.00	\$22.00	<b>\$15.00</b>
3 years with firm, experienced	\$17.00	\$29.00	<b>\$20.50</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers.

### Employer Requirements

#### Education



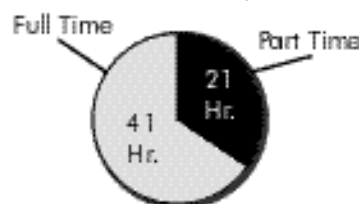
### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	86%	0%	0%
Dental	71%	0%	0%
Vision	43%	0%	0%
Life	36%	0%	0%
Sick Leave	43%	0%	0%
Vacation	79%	0%	0%
Retirement	50%	0%	0%
Child Care	0%	14%	0%
Other	0%	0%	0%

### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	64%	29%	7%
Previous experience required: 23 mos. on average			
Training as a substitute for experience	30%	70%	
8 mos. of training on average can be substituted for experience.			

### Hours Worked per week (avg.)



### Work Shifts



Day



## Skills & Other Requirements

### Skills

Repairing (4.66)  
 Troubleshooting (4.50)  
 Complex Problem Solving (4.16)  
 Equipment Maintenance (4.16)  
 Installation (4.00)  
 Equipment Selection (3.50)  
 Operation Monitoring (3.33)  
 Quality Control Analysis (3.16)  
 Critical Thinking (3.00)

### Knowledge

Mechanical (5.00)  
 Computers and Electronics (3.16)  
 Engineering and Technology (3.00)

### Computer Skills

Word Processing  
 Database

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced			X
Turnover (Annual percentage rate of job turnover) = 5.0%			

## Recruitment Methods

93%	Newspaper Ads
71%	Employee Referrals
36%	Colleges/Universities
21%	Internet
21%	Other = Word-of-Mouth

## Where the Jobs Are

- Automotive Repair Shops
- New and Used Car Dealers

## Projections

The projected growth for the period of 1999-2006 for **Automotive Mechanics** is 7.7% (slower than average).

## Size of Occupation

Size as of 1999 = 2,340 employees (very large)

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	57%	36%
Projected over the next 24 months	7%	29%	64%

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Bakers – Bread and Pastry

OES 650210

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

## Wages & Benefits

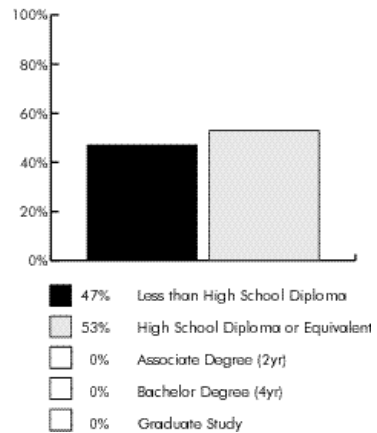
### Wages

Union				Non-Union		
Low	High	Median		Low	High	Median
\$7.50	\$7.50	<b>\$7.50</b>	New hires, no experience	\$6.75	\$9.00	<b>\$8.00</b>
\$8.00	\$15.50	<b>\$10.25</b>	New hires, experienced	\$7.25	\$12.00	<b>\$10.00</b>
\$10.00	\$18.00	<b>\$14.00</b>	3 years with firm, experienced	\$9.00	\$15.00	<b>\$12.00</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

## Employer Requirements

### Education



### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	47%	33%	0%
Dental	40%	20%	0%
Vision	40%	20%	0%
Life	20%	0%	0%
Sick Leave	60%	0%	0%
Vacation	80%	0%	0%
Retirement	27%	13%	0%
Child Care	0%	0%	7%
Other	0%	0%	0%

## Training & Experience

	Yes	No	Not Required but Preferred
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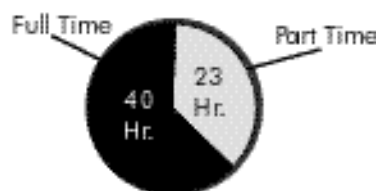
Previous experience required: 33% Yes, 47% No, 20% Not Required but Preferred

Previous experience required: 23 mos. on average

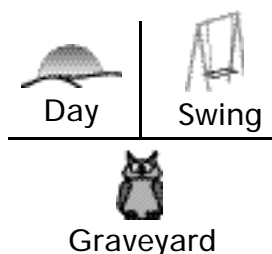
Training as a substitute for experience: 50% Yes, 50% No

5 mos. of training on average can be substituted for experience.

### Hours Worked per week (avg.)



### Work Shifts



# Bakers – Bread and Pastry

## Skills & Other Requirements

### Skills

Operation and Control (3.16)

### Knowledge

Food Production (3.00)

### Computer Skills

None Required

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced		X	
Turnover (Annual percentage rate of job turnover) = 20.3%			

## Projections

The projected growth for the period of 1999-2006 for **Bakers – Bread and Pastry** is 5.7% (slower than average).

## Recruitment Methods

53%	Employee Referrals
47%	Other = Banner, Word-of-Mouth, Flyers
40%	Newspaper Ads
40%	Walk-In Applicants
20%	Colleges/Universities
7%	Employment Development Department
7%	In-House Promotion or Transfer
7%	Internet

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	13%	73%	13%
Projected over the next 24 months		73%	27%

## Where the Jobs Are

- Eating and Drinking Places
- Grocery Stores
- Retail Bakeries

## Size of Occupation

Size as of 1999 = 530 employees (small)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Biological Scientists

OES 243080

Biological Scientists are concerned with research into problems dealing with life processes. Please include Biologists, Biochemists, Biophysicists, Pathologists, Bacteriologists, Toxicologists, and Zoologists. Please do not include Medical and Agricultural Scientists.

## Wages & Benefits

### Wages

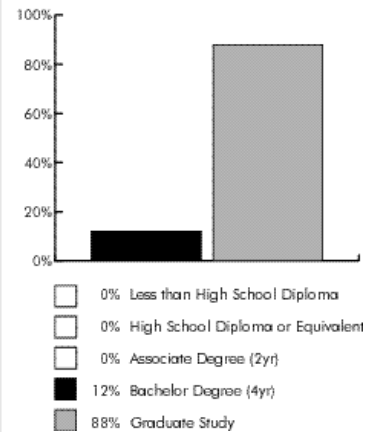
Non-Union

	Low	High	Median
New hires, no experience	\$18.22	\$31.16	<b>\$29.97</b>
New hires, experienced	\$19.18	\$38.36	<b>\$33.56</b>
3 years with firm, experienced	\$28.77	\$47.95	<b>\$38.36</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

## Employer Requirements

### Education



### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	35%	65%	0%
Dental	35%	65%	0%
Vision	29%	65%	0%
Life	100%	0%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	6%	18%	59%
Child Care	0%	0%	6%
Other*	59%	0%	0%

\*Stock Options, Fitness Center

## Training & Experience

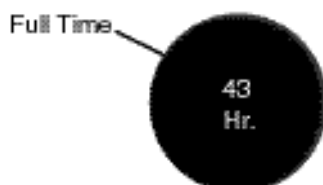
	Yes	No	Not Required but Preferred
Previous experience required	71%		29%

Previous experience required: 27 mos. on average

Training as a substitute for experience	6%	94%
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12 mos. of training on average can be substituted for experience.

## Hours Worked per week (avg.)



## Work Shifts



## Skills & Other Requirements

### Skills

Science (5.00)  
 Complex Problem Solving (4.40)  
 Active Learning (4.40)  
 Critical Thinking (4.40)  
 Mathematics (4.40)  
 Writing (4.40)  
 Reading Comprehension (4.40)  
 Quality Control Analysis (3.60)  
 Equipment Selection (3.60)  
 Systems Evaluation (3.20)  
 Systems Analysis (3.00)  
 Judgment and Decision Making (3.00)  
 Monitoring (3.00)

### Knowledge

Chemistry (5.00)  
 Biology (4.50)  
 Mathematics (3.66)

### Computer Skills

Word Processing  
 Spreadsheet  
 Database  
 Desktop Publishing  
 Visio  
 PowerPoint

## Projections

The projected growth for the period of 1999-2006 for **Biological Scientists** is 58.7% (much faster than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months		6%	94%
Projected over the next 24 months		29%	71%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	---------------	----------------------	----------------

Fully experienced & qualified

X

Inexperienced

X

Turnover (Annual percentage rate of job turnover) = 3.7%

## Recruitment Methods

76% Employee Referrals  
 71% Internet  
 41% Private Employment Agencies  
 35% Colleges/Universities  
 35% Other = Job Fairs, Contract Companies, Networking, Board Members  
 18% Newspaper Ads

## Where the Jobs Are

- Drugs
- Research and Testing Services

## Size of Occupation

Size as of 1999 = 920 employees (medium)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Biotechnology Laboratory Assistants

Non-OES 041061997

Biotechnology Laboratory Assistants prepare solutions and perform laboratory procedures under the direction of a research assistant or scientist. They may be responsible for a wide variety of research laboratory tasks and experiments. They may also be responsible for implementing analyses of raw materials, in-process inspections and quality control audits as well as the manufacture and packaging of products and the implementation of production procedures.

## Wages & Benefits

### Wages

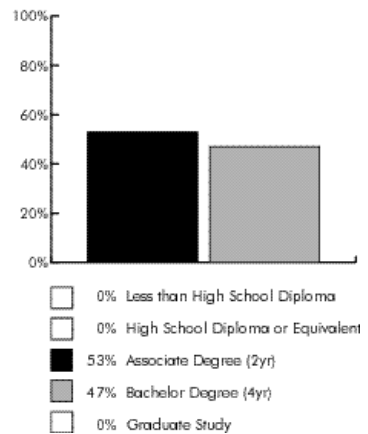
Non-Union

	Low	High	Median
New hires, no experience	\$11.99	\$14.38	<b>\$11.99</b>
New hires, experienced	\$14.38	\$21.58	<b>\$16.78</b>
3 years with firm, experienced	\$16.78	\$30.00	<b>\$19.18</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

## Employer Requirements

### Education



## Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	47%	53%	0%
Dental	47%	53%	0%
Vision	47%	53%	0%
Life	94%	6%	0%
Sick Leave	94%	0%	0%
Vacation	88%	0%	6%
Retirement	6%	24%	59%
Child Care	0%	0%	0%
Other*	29%	6%	0%

\*Stock Options, Fitness Center

## Training & Experience

	Yes	No	Not Required but Preferred
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Previous experience required 47% 12% 41%

Previous experience required: 15 mos. on average

Training as a substitute for experience 13% 87%

12 mos. of training on average can be substituted for experience.

## Hours Worked per week (avg.)



## Work Shifts



Day

# Biotechnology Laboratory Assistants

## Skills & Other Requirements

### Skills

Biology (4.83)  
Mathematics (3.33)  
Food Production (3.00)

### Knowledge

Science (3.50)  
Mathematics (3.33)  
Complex Problem Solving (3.16)  
Operation and Control (3.00)  
Reading Comprehension (3.00)

### Computer Skills

Word Processing  
Spreadsheets  
Database  
Desktop Publishing

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced	X		

Turnover (Annual percentage rate of job turnover) = 3.2%

## Recruitment Methods

88%	Internet
81%	Employee Referrals
44%	Newspaper Ads
13%	Colleges/Universities
6%	Other = Job Fairs
6%	Private Employment Agencies
6%	School, Program Referrals

## Projections

The projected growth for the period of 1999-2006 for **Biotechnology Laboratory Assistants** is not available.

## Where the Jobs Are

- Drugs
- Research, Development, and Testing Services

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months		18%	82%
Projected over the next 24 months		18%	82%

## Size of Occupation

Information Not Available

### Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Biotechnology Research Assistants

Non-OES 41061999

Biotechnology Research Assistants may be responsible for a wide variety of research laboratory tasks and experiments used to create products such as new drugs and vaccines to combat AIDS, cancer and heart disease. These tasks and experiments may also apply to developing new foods, veterinary medicines, medical devices, plastics and pollution control products.

## Wages & Benefits

### Wages

Non-Union

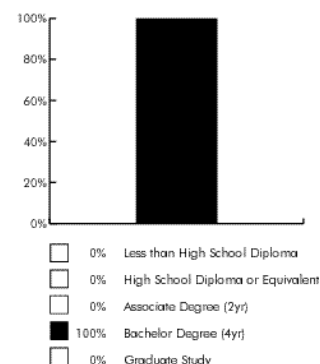
	Low	High	Median
New hires, no experience	\$14.38	\$18.22	<b>\$16.78</b>
New hires, experienced	\$14.38	\$23.97	<b>\$19.18</b>
3 years with firm, experienced	\$19.18	\$35.96	<b>\$26.37</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers.

## Employer Requirements

### Education



## Benefits

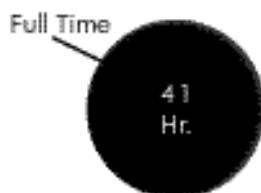
	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	33%	67%	0%
Dental	33%	67%	0%
Vision	40%	60%	0%
Life	93%	7%	0%
Sick Leave	87%	7%	0%
Vacation	87%	0%	7%
Retirement	7%	47%	27%
Child Care	0%	0%	0%
Other*	33%	0%	0%

\*Stock Options, Fitness Center

## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	67%	20%	13%
Previous experience required: 20 mos. on average			
Training as a substitute for experience		100%	
0 mos. of training on average can be substituted for experience.			

## Hours Worked per week (avg.)



## Work Shifts





# Biotechnology Research Assistants

## Skills & Other Requirements

### Skills

Science (3.50)  
Mathematics (3.33)  
Complex Problem Solving (3.16)  
Operation and Control (3.00)  
Reading Comprehension (3.00)

### Knowledge

Biology (4.83)  
Mathematics (3.33)  
Food Production (3.00)

### Computer Skills

Word Processing  
Spreadsheet  
Database  
Desktop Publishing  
PowerPoint  
Visio

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 4.2%

## Recruitment Methods

100%	Internet
80%	Employee Referrals
47%	Newspaper Ads
33%	Colleges/Universities
13%	Private Employment Agencies
7%	Other = Journals

## Projections

The projected growth for the period of 1999-2006 for **Biotechnology Laboratory Assistants** is not available.

## Where the Jobs Are

- Drugs
- Research, Development, and Testing Services

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months		13%	87%
Projected over the next 24 months		40%	60%

## Size of Occupation

Information Not Available

### Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Computer Programmers, Including Aides

OES 251051

Computer Programmers, Including Aides convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data and information. Replaces 251050 Computer Programmers and 251080 Computer Programmer Aides.

## Wages & Benefits

### Wages

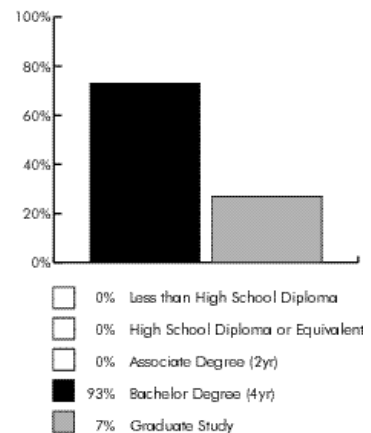
Non-Union

	Low	High	Median
New hires, no experience	\$21.58	\$28.77	<b>\$23.97</b>
New hires, experienced	\$28.77	\$38.36	<b>\$35.96</b>
3 years with firm, experienced	\$33.56	\$47.95	<b>\$40.75</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

## Employer Requirements

### Education



### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	38%	64%	0%
Dental	43%	57%	0%
Vision	36%	57%	0%
Life	93%	0%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	14%	43%	29%
Child Care	0%	0%	0%
Other*	21%	0%	0%

\*Stock Options, Flex Savings

## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	79%	7%	14%

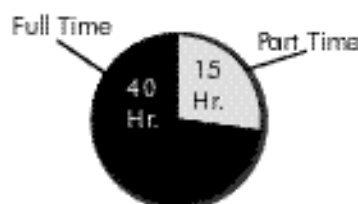
Previous experience required: 31 mos. on average

Previous experience required: 31 mos. on average

	Yes	No
Training as a substitute for experience	8%	92%

12 mos. of training on average can be substituted for experience.

## Hours Worked per week (avg.)



## Work Shifts



# Computer Programmers, Including Aides

## Skills & Other Requirements

### Skills

Programming (4.83)  
Writing (4.33)  
Critical Thinking (4.16)  
Reading Comprehension (4.16)  
Complex Problem Solving (4.00)  
Active Listening (3.83)  
Quality Control Analysis (3.83)  
Active Learning (3.83)  
Operations Analysis (3.66)  
Troubleshooting (3.66)  
Speaking (3.50)  
Coordination (3.33)  
Technology Design (3.33)  
Systems Analysis (3.33)  
Mathematics (3.16)  
Equipment Selection (3.16)  
Judgment and Decision Making (3.16)  
Instructing (3.16)  
Monitoring (3.00)  
Systems Evaluation (3.00)

### Knowledge

Computers and Electronics (5.00)  
Mathematics (4.33)  
English Language (3.83)  
Education and Training (3.83)  
Clerical (3.66)  
Communications and Media (3.00)

### Computer Skills

Word Processing  
Spreadsheet  
Database  
Desktop Publishing  
JAVA  
C++  
Script  
PowerPoint  
UNIX

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced		X	
Turnover (Annual percentage rate of job turnover) = 7.2%			

## Recruitment Methods

93%	Internet
86%	Employee Referrals
43%	Private Employment Agencies
21%	Newspaper Ads
7%	Colleges/Universities
7%	Other = External Recruiters

## Projections

The projected growth for the period of 1999-2006 for **Computer Programmers, Including Aides** is 25.1% (much faster than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	14%	21%	64%
Projected over the next 24 months		43%	57%

## Where the Jobs Are

- Computer and Data Processing Services
- Personnel Supply Services

## Size of Occupation

Size as of 1999 = 4,790 employees (very large)

### Gender



**Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.**

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu or plan the menu.

### Wages & Benefits

#### Wages

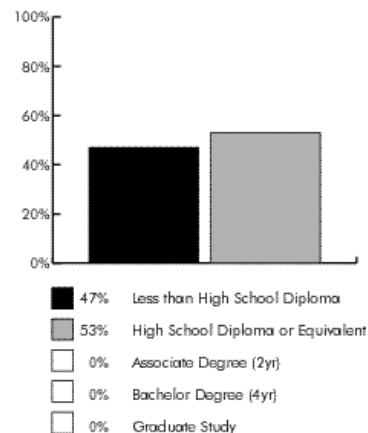
Union				Non-Union		
Low	High	Median		Low	High	Median
\$0.00	\$0.00	<b>\$0.00</b>	New hires, no experience	\$7.00	\$8.50	<b>\$8.00</b>
\$11.50	\$14.38	<b>\$12.00</b>	New hires, experienced	\$7.50	\$10.50	<b>\$9.00</b>
\$12.00	\$15.00	<b>\$14.38</b>	3 years with firm, experienced	\$9.00	\$14.00	<b>\$10.50</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Of the firms sampled, none hired employees with "no experience."

### Employer Requirements

#### Education



#### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	73%	7%	0%
Dental	67%	0%	7%
Vision	47%	0%	0%
Life	40%	7%	0%
Sick Leave	67%	0%	0%
Vacation	80%	0%	0%
Retirement	53%	0%	0%
Child Care	7%	0%	0%
Other*	13%	0%	0%

\*Disability, Pension

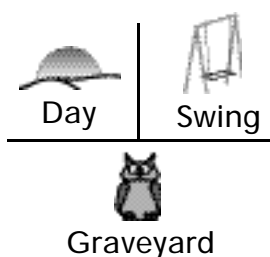
### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	53%	33%	13%
Previous experience required: 8 mos. on average			
Training as a substitute for experience	50%	50%	
4 mos. of training on average can be substituted for experience.			

#### Hours Worked per week (avg.)



#### Work Shifts



## Skills & Other Requirements

### Skills

Quality Control Analysis (3.16)

Equipment Selection (3.16)

Monitoring (3.00)

### Knowledge

Customer and Personal Service (4.50)

Mathematics (3.16)

### Computer Skills

Word Processing

Spreadsheet

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 34.2%

## Recruitment Methods

60%	Employee Referrals
60%	Walk-in Applicants
53%	Other = Word-of-Mouth, Signs, Other Restaurants
33%	Newspaper Ads
13%	In-house Promotion or Transfer
13%	Union Hall Referrals

## Projections

The projected growth for the period of 1999-2006 for **Cooks – Restaurant** is 7.8% (slower than average).

## Where the Jobs Are

- Eating and Drinking Places

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months		73%	27%
Projected over the next 24 months		53%	47%

## Size of Occupation

Size as of 1999 = 2,430 employees (very large)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

Data Base Administrators coordinate physical changes to computer data bases and code, test, and implement the data base applying knowledge of data base management systems. May design logical and physical databases and coordinate data base development as part of a project team.

## Wages & Benefits

### Wages

#### Non-Union

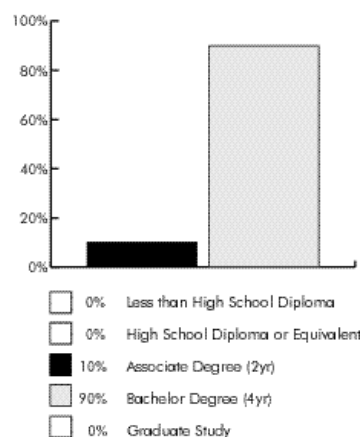
	Low	High	Median
New hires, no experience	\$0.00	\$0.00	<b>\$0.00</b>
New hires, experienced	\$26.37	\$45.55	<b>\$33.56</b>
3 years with firm, experienced	\$31.16	\$52.74	<b>\$40.76</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Of the firms sampled, none hired employees with "no experience."

## Employer Requirements

### Education



## Benefits

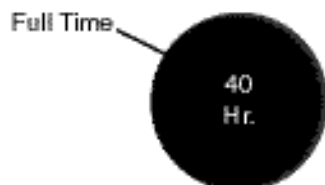
	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	50%	50%	0%
Dental	50%	50%	0%
Vision	50%	50%	0%
Life	100%	0%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	30%	30%	40%
Child Care	0%	10%	0%
Other*	30%	0%	0%

\*Stock Options

## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	90%		10%
Previous experience required: 42 mos. on average			
Training as a substitute for experience		100%	
0 mos. of training on average can be substituted for experience.			

## Hours Worked per week (avg.)



## Work Shifts



## Skills & Other Requirements

### Skills

Programming (4.80)  
 Mathematics (4.40)  
 Operations Analysis (4.20)  
 Reading Comprehension (4.20)  
 Instructing (4.00)  
 Quality Control Analysis (4.00)  
 Technology Design (4.00)  
 Complex Problem Solving (3.80)  
 Critical Thinking (3.80)  
 Writing (3.80)  
 Active Listening (3.60)  
 Coordination (3.60)  
 Systems Analysis (3.60)  
 Systems Evaluation (3.60)  
 Judgment and Decision Making (3.40)  
 Monitoring (3.40)

Speaking (3.40)  
 Active Learning (3.20)  
 Time Management (3.20)  
 Troubleshooting (3.20)  
 Installation (3.00)  
 Operation Monitoring (3.00)

### Knowledge

Computers and Electronics (5.00)  
 Administration and Management (3.60)  
 English Language (3.20)  
 Mathematics (3.20)

### Computer Skills

Word Processing  
 Spreadsheet  
 Database  
 Desktop Publishing  
 Oracle  
 Unix  
 JAVA

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	
Turnover (Annual percentage rate of job turnover) = 30.8%			

## Recruitment Methods

100% Internet  
 90% Employee Referrals  
 30% Private Employment Agencies  
 10% Colleges/Universities  
 10% Newspaper Ads  
 10% Other = Job Boards

## Where the Jobs Are

- Computer and Data Processing Services
- Local Government, except Hospitals and Education
- Personnel Supply Services

## Projections

The projected growth for the period of 1999-2006 for **Data Base Administrators** is 74.3% (much faster than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months		30%	70%
Projected over the next 24 months		40%	60%

## Size of Occupation

Size as of 1999 = 700 employees (medium)

### Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Electrical and Electronic Engineering Technicians and Technologists

OES 225050

Electrical and Electronic Engineering Technicians and Technologists apply electrical and electronic theory and related knowledge to design, build, test, repair and modify developmental, experimental, or production electrical equipment in industrial or commercial plants for subsequent use by engineering personnel in making engineering design and evaluation decisions. Please do not include workers who only repair electronic equipment.

## Wages & Benefits

### Wages

Non-Union

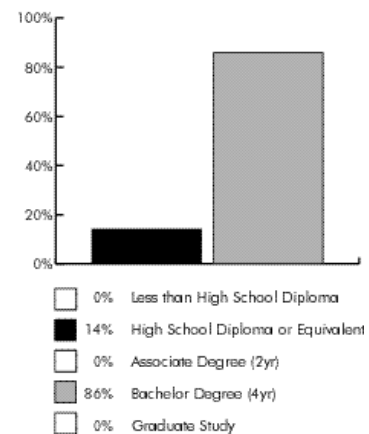
	Low	High	Median
New hires, no experience	\$0.00	\$0.00	<b>\$0.00</b>
New hires, experienced	\$20.00	\$38.36	<b>\$31.16</b>
3 years with firm, experienced	\$22.00	\$43.15	<b>\$35.96</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Of the firms sampled, none hired employees with "no experience."

## Employer Requirements

### Education



## Benefits

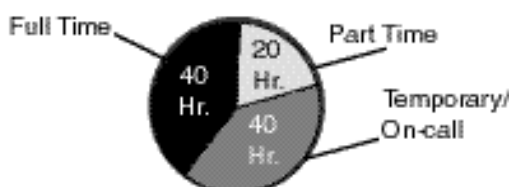
	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	43%	57%	0%
Dental	29%	71%	0%
Vision	43%	57%	0%
Life	86%	14%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	0%	43%	57%
Child Care	0%	0%	0%
Other*	29%	0%	0%

\*Stock

## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	100%		
Previous experience required: 34 mos. on average			
Training as a substitute for experience		100%	
0 mos. of training on average can be substituted for experience.			

## Hours Worked per week (avg.)



## Work Shifts



Day



# Electrical & Electronic Engineering Technicians

## Skills & Other Requirements

### Skills

Technology Design (4.00)  
 Complex Problem Solving (3.83)  
 Troubleshooting (3.83)  
 Active Learning (3.66)  
 Quality Control Analysis (3.50)  
 Critical Thinking (3.50)  
 Writing (3.50)  
 Reading Comprehension (3.50)  
 Equipment Selection (3.33)  
 Operations Analysis (3.33)  
 Mathematics (3.33)  
 Learning Strategies (3.00)  
 Science (3.00)

### Knowledge

Engineering and Technology (4.66)  
 Mathematics (4.50)  
 Design (4.33)  
 Computers and Electronics (3.83)  
 Physics (3.16)

### Computer Skills

Word Processing  
 Database

## Projections

The projected growth for the period of 1999-2006 for **Electrical and Electronic Engineering Technicians and Technologists** is 17.3% (faster than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months		29%	71%
Projected over the next 24 months		86%	14%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	---------------	----------------------	----------------

Fully experienced & qualified

X

Inexperienced\*

\*Employers surveyed did not hire inexperienced applicants

Turnover (Annual percentage rate of job turnover) = 5.2%

## Recruitment Methods

100% Internet  
 86% Employee Referrals  
 29% Other = Veteran Organization, Professional Organization  
 14% Employment Development Department  
 14% In-House Promotion or Transfer  
 14% Newspaper Ads  
 14% Private Employment Agencies

## Where the Jobs Are

- Computer and Data Processing Services
- Computer and Office Equipment
- Electrical Goods
- Electronic Components and Accessories
- Medical Instruments and Supplies
- Personnel Supply Services
- Professional and Commercial Equipment
- Research and Testing Services

## Size of Occupation

Size as of 1999 = 1,500 employees (large)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Please include Protective Signal Installers and Repairers and Street Light Servicers.

### Wages & Benefits

#### Wages

Union				Non-Union		
Low	High	Median		Low	High	Median
\$0.00	\$0.00	<b>\$0.00</b>	New hires, no experience	\$11.00	\$11.00	<b>\$11.00</b>
\$40.30	\$42.37	<b>\$40.30</b>	New hires, experienced	\$12.00	\$40.00	<b>\$21.00</b>
\$47.67	\$26.27	<b>\$50.00</b>	3 years with firm, experienced	\$18.00	\$50.00	<b>\$31.50</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Of the firms sampled, none hired employees with "no experience." Wages may seem inconsistent due to varying data collected from surveyed employers.

### Employer Requirements

#### Education

Education Level	Percentage
Less than High School Diploma	0%
High School Diploma or Equivalent	93%
Associate Degree (2yr)	0%
Bachelor Degree (4yr)	7%
Graduate Study	0%

### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	100%	0%	0%
Dental	100%	0%	0%
Vision	79%	0%	0%
Life	79%	0%	0%
Sick Leave	14%	0%	0%
Vacation	21%	0%	0%
Retirement	86%	14%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%

### Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	93%	7%	
Previous experience required: 54 mos. on average			
Training as a substitute for experience	23%	77%	
14 mos. of training on average can be substituted for experience.			

### Hours Worked

per week (avg.)

39 Hr.

### Work Shifts

Day

## Skills & Other Requirements

### Skills

Complex Problem Solving (3.40)  
 Critical Thinking (3.00)  
 Equipment Maintenance (3.60)  
 Equipment Selection (3.60)  
 Installation (4.00)  
 Instructing (3.00)  
 Mathematics (3.40)  
 Operation and Control (3.00)  
 Quality Control Analysis (3.60)  
 Reading Comprehension (3.20)  
 Repairing (4.00)  
 Science (3.20)  
 Troubleshooting (4.00)

### Knowledge

Building and Construction (3.80)  
 Computers and Electronics (4.60)  
 Design (4.80)  
 Education and Training (3.20)  
 Engineering and Technology (4.80)  
 Mathematics (3.00)  
 Mechanical (3.20)  
 Physics (3.20)  
 Public Safety and Security (3.00)

### Computer Skills

Word Processing  
 Spreadsheet

## Projections

The projected growth for the period of 1999-2006 for **Electricians** is 5.0% (slower than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	57%	36%
Projected over the next 24 months	7%	71%	21%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
--	---------------	----------------------	----------------

Fully experienced & qualified

X

Inexperienced

X

Turnover (Annual percentage rate of job turnover) = 15.5%

## Recruitment Methods

64% Union Hall Referrals  
 36% Newspaper Ads  
 14% Employee Referrals  
 14% Other = Word-of-Mouth  
 7% Internet  
 7% Private Employment Agencies

## Where the Jobs Are

- Drugs
- Electrical Goods
- Electrical Work
- Local Government, except Hospitals and Education
- Nonresidential Building Construction

## Size of Occupation

Size as of 1999 = 1,210 employees (large)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Elementary School Teachers

OES 313050

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Please do not include special education teachers who teach only handicapped pupils.

## Wages & Benefits

### Wages

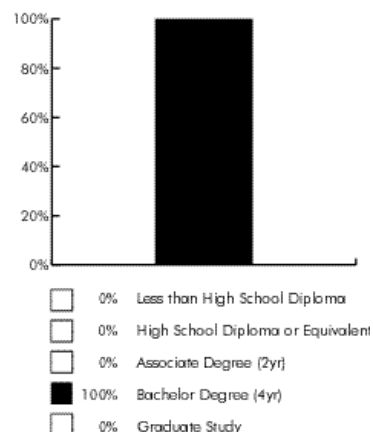
Union				Non-Union		
Low	High	Median		Low	High	Median
\$19.84	\$22.78	<b>\$20.70</b>	New hires, no experience	\$0.00	\$0.00	<b>\$0.00</b>
\$20.33	\$22.92	<b>\$21.53</b>	New hires, experienced	\$10.07	\$22.81	<b>\$17.72</b>
\$20.72	\$26.27	<b>\$21.90</b>	3 years with firm, experienced	\$10.07	\$24.11	<b>\$20.30</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Of the firms sampled, none hired employees with "no experience."

## Employer Requirements

### Education



### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	93%	0%	0%
Dental	86%	0%	0%
Vision	71%	0%	0%
Life	64%	0%	0%
Sick Leave	93%	0%	0%
Vacation	14%	0%	0%
Retirement	64%	14%	0%
Child Care	7%	0%	0%
Other	0%	0%	0%

## Training & Experience

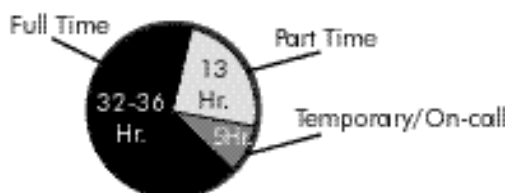
	Yes	No	Not Required but Preferred
Previous experience required	36%	36%	29%

Previous experience required: 17 mos. on average

Training as a substitute for experience 22% 78%

30 mos. of training on average can be substituted for experience.

### Hours Worked per week (avg.)



### Work Shifts



Day

## Skills & Other Requirements

### Skills

Instructing (4.83)  
 Speaking (4.66)  
 Learning Strategies (4.33)  
 Reading Comprehension (4.16)  
 Active Listening (4.00)  
 Writing (4.00)  
 Social Perceptiveness (4.00)  
 Complex Problem Solving (3.66)  
 Monitoring (3.66)  
 Coordination (3.50)  
 Service Orientation (3.50)  
 Critical Thinking (3.50)  
 Time Management (3.50)  
 Active Learning (3.33)  
 Mathematics (3.33)  
 Judgment and Decision Making (3.16)  
 Science (3.16)  
 Quality Control Analysis (3.00)  
 Management of Personnel Resources (3.00)

### Knowledge

Education and Training (5.00)  
 English Language (4.50)  
 Psychology (4.16)  
 Mathematics (4.16)  
 History and Archeology (3.83)  
 Customer and Personal Service (3.83)  
 Geography (3.66)  
 Therapy and Counseling (3.50)  
 Sociology and Anthropology (3.33)  
 Law, Government and Jurisprudence (3.16)  
 Computers and Electronics (3.16)  
 Clerical (3.16)  
 Biology (3.00)  
 Administration and Management (3.00)  
**Computer Skills**  
 Word Processing  
 Spreadsheet  
 Database

## Projections

The projected growth for the period of 1999-2006 for **Elementary School Teachers** is 0.0% (no significant change).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	14%	29%	57%
Projected over the next 24 months	14%	64%	21%

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced	X		
Turnover (Annual percentage rate of job turnover) = 8.9%			

## Recruitment Methods

100% Internet  
 71% Colleges/Universities  
 43% Newspaper Ads  
 43% Other = Job Fairs, Hotline, Networking  
 14% Employee Referrals  
 14% School, Program Referrals  
 14% Walk-In Applicants

## Where the Jobs Are

- Elementary and Secondary Schools

## Size of Occupation

Size as of 1999 = 4,370 employees (very large)

## Gender



**Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.**

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

## Wages & Benefits

### Wages

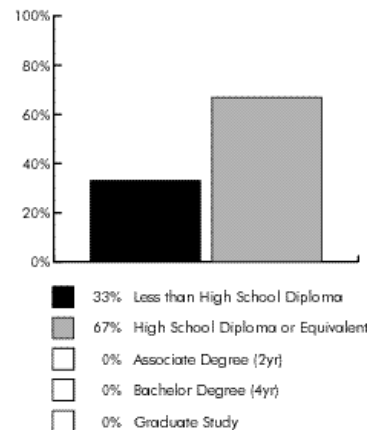
Union				Non-Union		
Low	High	Median		Low	High	Median
\$8.00	\$11.03	<b>\$10.00</b>	New hires, no experience	\$7.00	\$15.00	<b>\$10.97</b>
\$8.50	\$12.00	<b>\$11.03</b>	New hires, experienced	\$7.50	\$15.00	<b>\$11.26</b>
\$9.00	\$15.00	<b>\$11.03</b>	3 years with firm, experienced	\$8.50	\$20.00	<b>\$12.71</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers.

## Employer Requirements

### Education



### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	33%	40%	0%
Dental	27%	33%	7%
Vision	27%	33%	7%
Life	27%	7%	0%
Sick Leave	40%	0%	0%
Vacation	47%	0%	7%
Retirement	27%	13%	7%
Child Care	0%	0%	0%
Other*	7%	0%	0%

\*Profit Sharing

## Training & Experience

	Yes	No	Not Required but Preferred
--	-----	----	----------------------------

Previous experience required: 20% Yes, 47% No, 33% Not Required but Preferred

Previous experience required: 6 mos. on average

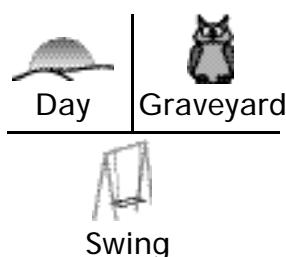
Training as a substitute for experience: 50% Yes, 50% No

1 mo. of training on average can be substituted for experience.

### Hours Worked per week (avg.)



### Work Shifts



## Skills & Other Requirements

### Skills

Complex Problem Solving (4.16)  
 Social Perceptiveness (3.83)  
 Speaking (3.83)  
 Active Listening (3.66)  
 Judgment and Decision Making (3.33)  
 Critical Thinking (3.33)  
 Writing (3.16)

### Knowledge

Public Safety and Security (4.66)  
 Law, Government and Jurisprudence (3.50)  
 English Language (3.33)  
 Customer and Personal Service (3.16)  
 Telecommunications (3.00)

### Computer Skills

Word Processing  
 Spreadsheet  
 Database  
 Alps

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	
Turnover (Annual percentage rate of job turnover) = 63.6%			

## Recruitment Methods

80%	Employee Referrals
47%	Newspaper Ads
33%	Internet
27%	Employment Development Department
27%	Other = Job Fairs, Word-of-Mouth, Client Referrals
20%	Walk-In Applicants
13%	Colleges/Universities
13%	Private Employment Agencies

## Projections

The projected growth for the period of 1999-2006 for **Guards and Watch Guards** is 18.1% (faster than average).

## Where the Jobs Are

- Eating and Drinking Places
- Federal Government
- Miscellaneous Business Services

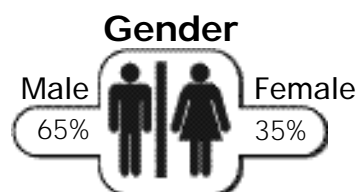
## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months		47%	53%
Projected over the next 24 months		40%	60%

## Size of Occupation

Size as of 1999 = 3,260 employees (very large)



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Hairdressers, Hairstylists, and Cosmetologists

OES 680050

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hairstyles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. Please do not include Shampooers, Manicurist, and Beauty School Instructors.

## Wages & Benefits

### Wages

Non-Union

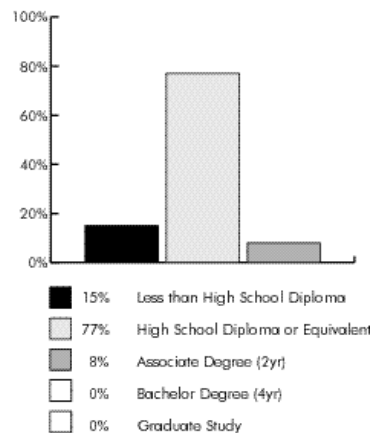
	Low	High	Median
New hires, no experience	\$6.75	\$18.00	<b>\$7.50</b>
New hires, experienced	\$6.75	\$25.00	<b>\$10.00</b>
3 years with firm, experienced	\$6.75	\$25.00	<b>\$12.00</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers.

## Employer Requirements

### Education



## Benefits

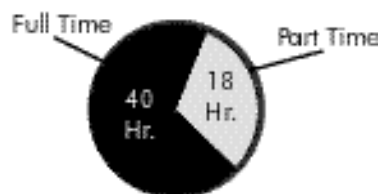
	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	46%	0%	0%
Dental	31%	0%	0%
Vision	23%	0%	0%
Life	8%	0%	0%
Sick Leave	8%	0%	0%
Vacation	46%	0%	0%
Retirement	38%	8%	8%
Child Care	0%	8%	0%
Other*	0%	8%	0%

\*Hair Products, Education

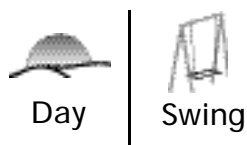
## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	15%	85%	
Previous experience required: 30 mos. on average			
Training as a substitute for experience		100%	
0 mos. of training on average can be substituted for experience.			

## Hours Worked per week (avg.)



## Work Shifts





# Hairdressers, Hairstylists, and Cosmetologists

## Skills & Other Requirements

### Skills

Service Orientation (4.20)  
Speaking (3.40)  
Active Listening (3.40)  
Social Perceptiveness (3.20)  
Complex Problem Solving (3.00)  
Time Management (3.00)  
Equipment Selection (3.00)

### Knowledge

Customer and Personal Service (4.60)

### Computer Skills

Word Processing

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced			X
Turnover (Annual percentage rate of job turnover) = 9.6%			

## Recruitment Methods

62%	Employee Referrals
46%	Colleges/Universities
38%	Other = Beauty Supply Store, Apprenticeship Program, Recruiters
31%	Newspaper Ads
31%	Walk-In Applicants
23%	Internet
23%	School, Program Referrals

## Projections

The projected growth for the period of 1999-2006 for **Hairdressers, Hairstylists, and Cosmetologists** is 0.0% (no significant change).

## Where the Jobs Are

- Beauty Shops

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months		46%	54%
Projected over the next 24 months		31%	69%

## Size of Occupation

Size as of 1999 = 590 employees (medium)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Janitors and Cleaners – Except Maids and Housekeeping Cleaners

OES 670050

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Please do not include Maids and Housekeepers.

## Wages & Benefits

### Wages

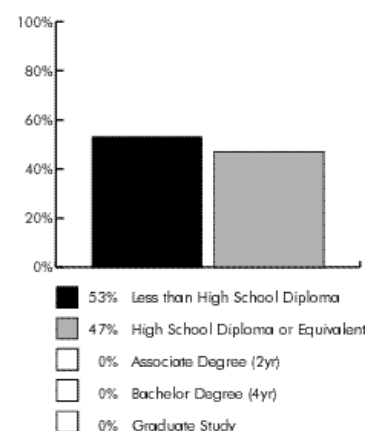
Union				Non-Union		
Low	High	Median		Low	High	Median
\$6.75	\$13.10	<b>\$9.00</b>	New hires, no experience	\$7.00	\$9.00	<b>\$7.88</b>
\$7.00	\$14.68	<b>\$10.00</b>	New hires, experienced	\$6.75	\$10.00	<b>\$8.25</b>
\$12.00	\$16.55	<b>\$12.00</b>	3 years with firm, experienced	\$8.00	\$12.50	<b>\$11.00</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers.

## Employer Requirements

### Education



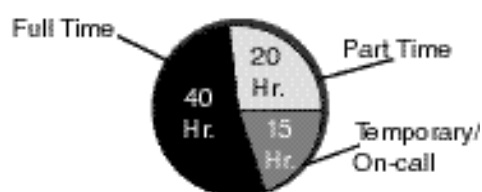
## Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	67%	0%	0%
Dental	53%	0%	0%
Vision	47%	7%	0%
Life	33%	0%	0%
Sick Leave	47%	7%	0%
Vacation	67%	0%	0%
Retirement	47%	7%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%

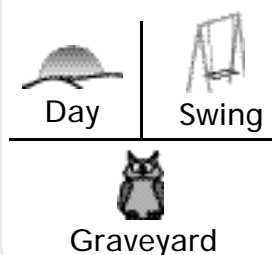
## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	20%	60%	20%
Previous experience required: 5 mos. on average			
Training as a substitute for experience	67%	33%	
2 mos. of training on average can be substituted for experience.			

## Hours Worked per week (avg.)



## Work Shifts



# Janitors and Cleaners – Except Maids and Housekeeping Cleaners

## Skills & Other Requirements

### Skills

Equipment Maintenance (3.83)  
Repairing (3.50)  
Troubleshooting (3.00)

### Knowledge

Chemistry (3.00)  
Customer and Personal Service (3.00)  
Mechanical (4.00)

### Computer Skills

None Required

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 10.9%

## Recruitment Methods

80%	Employee Referrals
60%	Newspaper Ads
47%	Walk-In Applicants
27%	Other = Company Website, Word-of-Mouth, CALJobs, Signs
13%	In-House Promotion or Transfer
7%	Internet
7%	Union Hall Referrals

## Projections

The projected growth for the period of 1999-2006 for **Janitors and Cleaners – Except Maids and Housekeeping Cleaners** is 20.8% (much faster than average).

## Where the Jobs Are

- Eating and Drinking Places
- Elementary and Secondary Schools
- Hotels and Motels
- Real Estate Agents and Managers
- Services to Buildings

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	67%	27%
Projected over the next 24 months		73%	27%

## Size of Occupation

Size as of 1999 = 4,910 employees (very large)

### Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Laborers, Landscaping and Groundskeeping

OES 790410

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

## Wages & Benefits

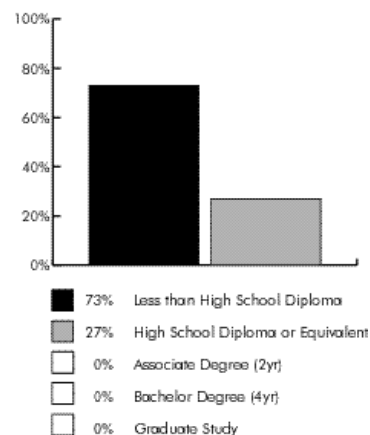
### Wages

Union				Non-Union		
Low	High	Median		Low	High	Median
\$8.50	\$16.63	<b>\$9.00</b>	New hires, no experience	\$7.25	\$10.00	<b>\$9.00</b>
\$9.00	\$19.31	<b>\$13.83</b>	New hires, experienced	\$7.90	\$15.00	<b>\$11.00</b>
\$13.00	\$24.39	<b>\$22.61</b>	3 years with firm, experienced	\$8.75	\$20.00	<b>\$15.00</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

## Employer Requirements

### Education



## Benefits

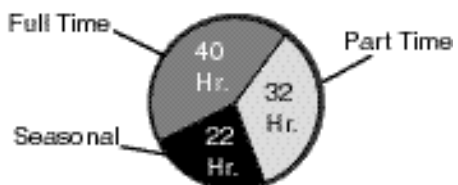
	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	67%	7%	7%
Dental	47%	0%	0%
Vision	47%	0%	7%
Life	47%	0%	0%
Sick Leave	73%	7%	0%
Vacation	87%	0%	0%
Retirement	47%	13%	7%
Child Care	13%	0%	0%
Other*	20%	0%	0%

\*Transportation Discount, Automobile Transportation

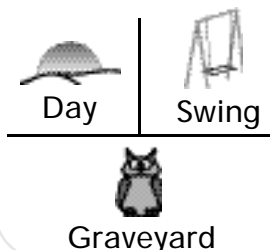
## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	33%	13%	53%
Previous experience required: 9 mos. on average			
Training as a substitute for experience	62%	38%	
7 mos. of training on average can be substituted for experience.			

## Hours Worked per week (avg.)



## Work Shifts



# Laborers, Landscaping and Groundskeeping

## Skills & Other Requirements

### Skills

Equipment Selection (3.00)

### Knowledge

Chemistry (3.00)

Mechanical (3.00)

### Computer Skills

Spreadsheet

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 6.5%

## Projections

The projected growth for the period of 1999-2006 for **Laborers, Landscaping and Groundskeeping** is 19.7% (much faster than average).

## Recruitment Methods

73%	Employee Referrals
40%	Newspaper Ads
40%	Walk-In Applicants
20%	Internet
13%	In-House Promotion or Transfer
13%	Other = Bulletin Boards
7%	Union Hall Referrals

## Where the Jobs Are

- Landscape and Horticultural Service
- Local Government, except Hospitals and Education
- Miscellaneous Amusement, Recreation Service
- Miscellaneous Special Trade Contractors
- Real Estate Agents and Managers
- Residential Building Construction
- Services to Buildings
- Subdividers and Developers

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	13%	60%	27%

Projected over the next 24 months		73%	27%
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## Size of Occupation

Size as of 1999 = 2,790 employees (very large)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Licensed Vocational Nurses

OES 325050

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

## Wages & Benefits

### Wages

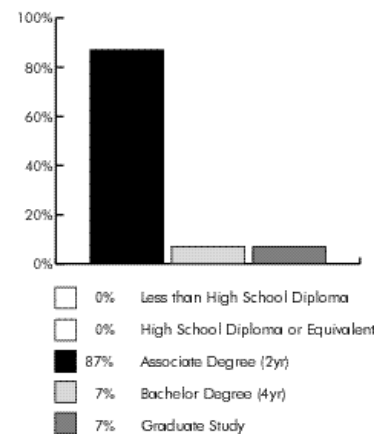
Union				Non-Union		
Low	High	Median		Low	High	Median
\$19.19	\$28.00	<b>\$23.60</b>	New hires, no experience	\$18.00	\$25.00	<b>\$18.00</b>
\$19.64	\$29.00	<b>\$19.98</b>	New hires, experienced	\$18.00	\$25.00	<b>\$19.50</b>
\$20.17	\$30.00	<b>\$20.79</b>	3 years with firm, experienced	\$20.00	\$30.00	<b>\$21.50</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers.

## Employer Requirements

### Education



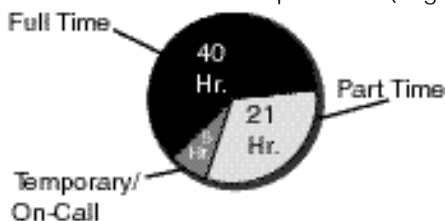
## Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	100%	0%	0%
Dental	100%	0%	0%
Vision	87%	0%	0%
Life	93%	0%	0%
Sick Leave	87%	0%	0%
Vacation	93%	0%	0%
Retirement	80%	0%	0%
Child Care	0%	0%	0%
Other	0%	0%	0%

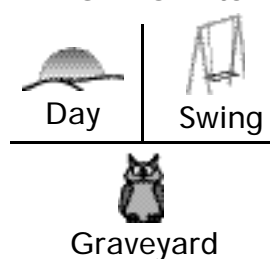
## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	33%	53%	13%
Previous experience required: 20 mos. on average			
Training as a substitute for experience		100%	
0 mos. of training on average can be substituted for experience.			

## Hours Worked per week (avg.)



## Work Shifts



# Licensed Vocational Nurses

## Skills & Other Requirements

### Skills

Active Listening (4.00)  
Service Orientation (4.00)  
Complex Problem Solving (3.83)  
Reading Comprehension (3.66)  
Social Perceptiveness (3.50)  
Speaking (3.50)  
Critical Thinking (3.50)  
Monitoring (3.50)  
Judgment and Decision Making (3.33)  
Coordination (3.16)  
Operation and Control (3.16)  
Writing (3.16)  
Systems Evaluation (3.00)  
Equipment Selection (3.00)

Operation Monitoring (3.00)  
Science (3.00)  
Mathematics (3.00)  
Active Learning (3.00)

### Knowledge

Medicine and Dentistry (4.66)  
Customer and Personal Service (4.33)  
Biology (4.00)  
Psychology (3.50)  
Chemistry (3.16)  
Clerical (3.16)

### Computer Skills

Word Processing  
Spreadsheet

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced			X
Turnover (Annual percentage rate of job turnover) = 9.7%			

## Recruitment Methods

87%	Employee Referrals
87%	Newspaper Ads
53%	Colleges/Universities
33%	Other = Job Fairs, Word-of-Mouth, Yellow Pages
20%	Internet
7%	Private Employment Agencies
7%	Walk-In Applicants

## Projections

The projected growth for the period of 1999-2006 for **Licensed Vocational Nurses** is 4.8% (slower than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	87%	7%
Projected over the next 24 months	27%	27%	47%

## Where the Jobs Are

- Hospitals
- Nursing and Personal Care Facilities
- Offices and Clinics of Medical Doctors
- Religious Organizations

## Size of Occupation

Size as of 1999 = 630 employees (medium)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Please do not include Psychiatric Aides and Home Health Aides.

## Wages & Benefits

### Wages

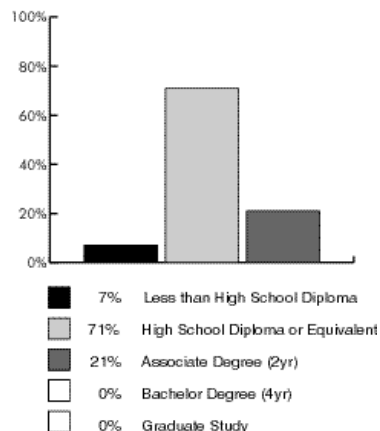
Union				Non-Union		
Low	High	Median		Low	High	Median
\$10.50	\$24.00	<b>\$15.44</b>	New hires, no experience	\$9.00	\$14.00	<b>\$10.30</b>
\$11.50	\$25.00	<b>\$18.08</b>	New hires, experienced	\$10.00	\$13.00	<b>\$11.75</b>
\$16.50	\$26.00	<b>\$19.43</b>	3 years with firm, experienced	\$11.90	\$15.00	<b>\$13.75</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers.

## Employer Requirements

### Education



## Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	86%	14%	0%
Dental	86%	7%	0%
Vision	79%	0%	0%
Life	79%	0%	0%
Sick Leave	93%	0%	0%
Vacation	100%	0%	0%
Retirement	79%	0%	0%
Child Care	0%	0%	0%
Other*	14%	0%	0%

\*Long-term Disability

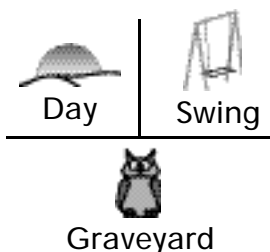
## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	29%	64%	7%
Previous experience required: 10 mos. on average			
Training as a substitute for experience		100%	
0 mos. of training on average can be substituted for experience.			

## Hours Worked per week (avg.)



## Work Shifts





## Skills & Other Requirements

### Skills

Service Orientation (4.50)  
 Social Perceptiveness (4.16)  
 Active Listening (3.66)  
 Coordination (3.50)  
 Technology Design (3.16)  
 Speaking (3.16)  
 Complex Problem Solving (3.00)  
 Operation Monitoring (3.00)  
 Equipment Selection (3.00)  
 Writing (3.00)  
 Reading Comprehension (3.00)

### Knowledge

Customer and Personal Service (4.83)  
 Medicine and Dentistry (4.66)  
 Public Safety and Security (3.50)  
 Therapy and Counseling (3.50)  
 Chemistry (3.50)  
 English Language (3.33)  
 Biology (3.16)  
 Clerical (3.16)  
 Psychology (3.00)

### Computer Skills

Word Processing

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 15.5%

## Recruitment Methods

93%	Employee Referrals
86%	Newspaper Ads
36%	Colleges/Universities
36%	Other = Job Fair, Word-of-Mouth, Yellow Pages
21%	Internet
7%	Private Employment Agencies
7%	Walk-In Applicants

## Where the Jobs Are

- Hospitals
- Nursing and Personal Care Facilities
- Residential Care

## Projections

The projected growth for the period of 1999-2006 for **Nurse Aides** is 8.5% (slower than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	50%	43%
Projected over the next 24 months	29%	36%	36%

## Size of Occupation

Size as of 1999 = 1,760 employees (large)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Painters, Paperhangers – Construction and Maintenance

OES 874020

Painters, Paperhangers, Construction and Maintenance paint walls, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

## Wages & Benefits

### Wages

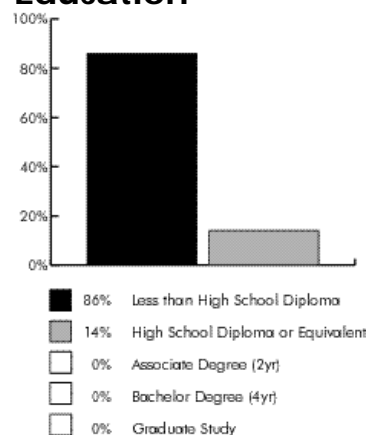
Union and Non-Union

	Low	High	Median
New hires, no experience	\$9.50	\$12.00	<b>\$10.00</b>
New hires, experienced	\$12.00	\$22.00	<b>\$15.50</b>
3 years with firm, experienced	\$17.00	\$26.00	<b>\$20.00</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

## Employer Requirements

### Education



## Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	36%	29%	0%
Dental	7%	14%	0%
Vision	29%	14%	0%
Life	14%	0%	0%
Sick Leave	50%	0%	0%
Vacation	79%	0%	0%
Retirement	36%	14%	7%
Child Care	0%	14%	0%
Other*	7%	0%	0%

\*Trucks for work-related transportation

## Training & Experience

	Yes	No	Not Required but Preferred
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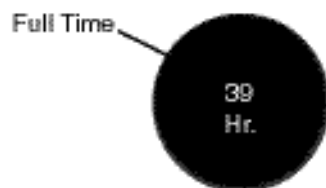
Previous experience required	57%	21%	21%
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Previous experience required: 36 mos. on average

Training as a substitute for experience	55%	45%
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16 mos. of training on average can be substituted for experience.

## Hours Worked per week (avg.)



## Work Shifts



# Painters, Paperhangers – Construction and Maintenance

## Skills & Other Requirements

### Skills

Equipment Selection (3.33)

Operation and Control (3.16)

### Knowledge

Building and Construction (4.50)

### Computer Skills

None Required

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	
Turnover (Annual percentage rate of job turnover) = 8.2%			

## Recruitment Methods

71%	Employee Referrals
50%	Newspaper Ads
43%	Other = Signs, Word-of-Mouth, Job Fairs
14%	Internet
7%	Walk-In Applicants

## Projections

The projected growth for the period of 1999-2006 for **Painters, Paperhangers – Construction and Maintenance** is 7.2% (slower than average).

## Where the Jobs Are

- Carpentry and Floor Work
- Masonry and Stoneworkers and Plasterers
- Painting and Paper Hanging
- Residential Building Construction

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	57%	36%
Projected over the next 24 months	14%	64%	21%

## Size of Occupation

Size as of 1999 = 1,380 employees (medium)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Personnel, Training, and Labor Relations Managers

OES 130050

Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration.

## Wages & Benefits

### Wages

Non-Union and Union

	Low	High	Median
New hires, no experience	\$12.00	\$19.18	<b>\$15.59</b>
New hires, experienced	\$18.00	\$40.75	<b>\$28.21</b>
3 years with firm, experienced	\$24.93	\$47.95	<b>\$34.04</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

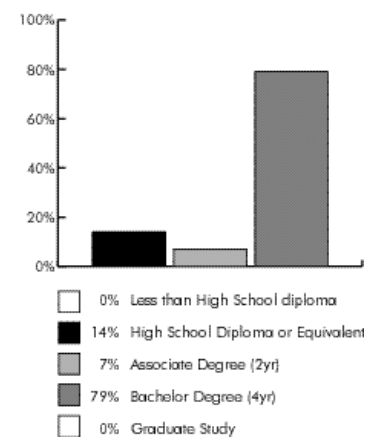
### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	43%	50%	0%
Dental	43%	50%	0%
Vision	43%	43%	0%
Life	86%	7%	0%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement	7%	57%	29%
Child Care	7%	7%	14%
Other*	21%	0%	7%

\*Stock Options

## Employer Requirements

### Education



## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	86%		14%

Previous experience required

Previous experience required: 66 mos. on average

Training as a substitute for experience	14%	86%
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14 mos. of training on average can be substituted for experience.

## Hours Worked per week (avg.)

Full Time



## Work Shifts



# Personnel, Training, and Labor Relations Managers

## Skills & Other Requirements

### Skills

Active Learning (3.40)  
 Active Listening (3.80)  
 Complex Problem Solving (4.00)  
 Coordination (3.60)  
 Critical Thinking (3.80)  
 Instructing (3.00)  
 Judgment and Decision Making (3.60)  
 Learning Strategies (3.20)  
 Management of Financial Resources (3.40)  
 Management of Personnel Resources (4.80)  
 Mathematics (3.60)  
 Monitoring (3.40)  
 Negotiation (3.40)  
 Programming (3.00)  
 Quality Control Analysis (3.20)  
 Reading Comprehension (4.20)  
 Social Perceptiveness (3.60)  
 Speaking (4.40)

Systems Analysis (3.80)  
 Systems Evaluation (3.80)  
 Time Management (3.20)  
 Writing (4.40)

### Knowledge

Administration and Management (4.83)  
 Education and Training (3.66)  
 English Language (3.83)  
 Law, Government and Jurisprudence (3.50)  
 Mathematics (4.33)  
 Personnel and Human Resources (5.00)  
 Psychology (3.16)

### Computer Skills

Word Processing  
 Spreadsheet  
 Database  
 Desktop Publishing  
 PowerPoint  
 Quickbooks  
 Access  
 ACT  
 Abra

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 11.8%

## Recruitment Methods

77% Internet  
 69% Other = HR Associations, Networking, Recruiter, Company Website  
 38% Newspaper Ads  
 15% Private Employment Agencies  
 8% Employee Referrals  
 8% Employment Development Department  
 8% School Program Referrals  
 8% Trade Journals  
 8% Union Hall Referrals

## Where the Jobs Are

- Computer and Data Processing Services
- Drugs
- Hotels & Motels
- Investment Offices
- Labor Organizations
- Local Government, except Hospitals and Education
- Medical Instruments and Supplies
- Personnel Supply Services
- Research and Testing Services

## Projections

The projected growth for the period of 1999-2006 for **Personnel, Training, and Labor Relations Managers** is 14.1% (faster than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	79%	14%
Projected over the next 24 months		86%	14%

## Size of Occupation

Size as of 1999 = 710 employees (medium)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Please do not include receptionists who primarily operate switchboards.

## Wages & Benefits

### Wages

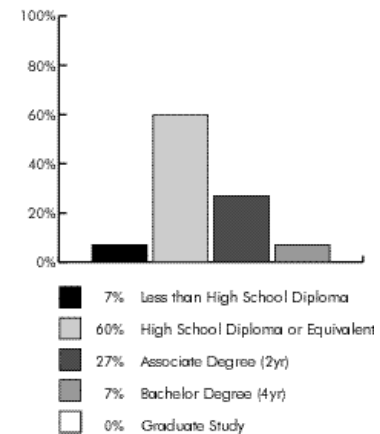
Non-Union and Union

	Low	High	Median
New hires, no experience	\$8.00	\$14.85	<b>\$11.51</b>
New hires, experienced	\$9.00	\$16.78	<b>\$14.00</b>
3 years with firm, experienced	\$12.00	\$22.00	<b>\$16.00</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

## Employer Requirements

### Education



### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	87%	0%	0%
Dental	87%	0%	0%
Vision	47%	0%	0%
Life	47%	0%	0%
Sick Leave	73%	0%	0%
Vacation	73%	0%	0%
Retirement	73%	0%	0%
Child Care	7%	7%	0%
Other	0%	0%	0%

## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	53%	20%	27%

Previous experience required: 20 mos. on average

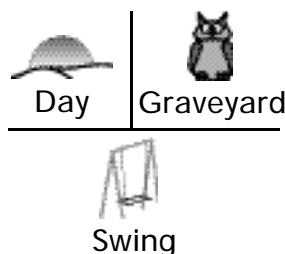
Training as a substitute for experience	17%	83%
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2 mos. of training on average can be substituted for experience.

### Hours Worked per week (avg.)



### Work Shifts



# Receptionists and Information Clerks

## Skills & Other Requirements

### Skills

Active Listening (3.91)  
 Coordination (3.50)  
 Reading Comprehension (3.25)  
 Service Orientation (3.91)  
 Social Perceptiveness (3.41)  
 Speaking (4.08)  
 Time Management (3.00)  
 Writing (3.25)

### Knowledge

Clerical (4.50)  
 Customer and Personal Service (4.16)  
 English Language (3.75)  
 Mathematics (3.00)  
 Telecommunications (3.16)

### Computer Skills

Word Processing  
 Spreadsheet  
 Database  
 Desktop Publishing  
 PowerPoint

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced	X		

Turnover (Annual percentage rate of job turnover) = 43.5%

## Recruitment Methods

60%	Newspaper Ads
33%	Employee Referrals
33%	Internet
27%	Other = Job Boards
7%	Colleges/Universities
7%	Employment Development Department
7%	In-House Promotion or Transfer
7%	Private Employment Agencies

## Where the Jobs Are

- Computer and Data Processing Services
- Hospitals
- Legal Services
- Local Government, except Hospitals and Education
- Offices and Clinics of Dentists
- Offices and Clinics of Medical Doctors
- Offices of other Health Practitioners
- Management and Public Relations
- Nursing and Personal Care Facilities
- Research and Testing Services

## Projections

The projected growth for the period of 1999-2006 for **Receptionists and Information Clerks** is 11.2% (slower than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months		93%	7%
Projected over the next 24 months		93%	7%

## Size of Occupation

Size as of 1999 = 4,730 employees (very large)

### Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Registered Nurses

OES 325020

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty and surgical nurses. Licensing or registration is required. Please do not include Nursing Instructors and Teachers.

## Wages & Benefits

### Wages

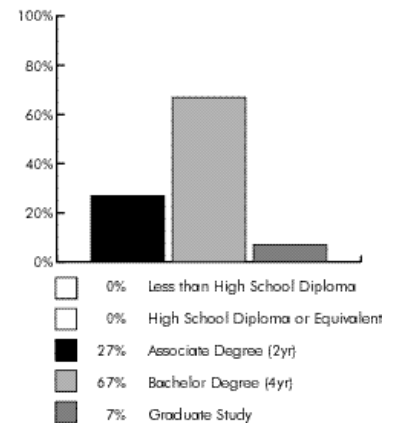
Union				Non-Union		
Low	High	Median		Low	High	Median
\$29.00	\$29.81	<b>\$29.41</b>	New hires, no experience	\$22.00	\$28.00	<b>\$26.00</b>
\$19.38	\$31.71	<b>\$29.59</b>	New hires, experienced	\$21.00	\$30.00	<b>\$25.00</b>
\$21.74	\$33.66	<b>\$32.45</b>	3 years with firm, experienced	\$24.00	\$32.00	<b>\$30.00</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers.

## Employer Requirements

### Education



### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	87%	0%	0%
Dental	80%	0%	0%
Vision	67%	0%	0%
Life	73%	0%	0%
Sick Leave	73%	0%	0%
Vacation	80%	0%	0%
Retirement	73%	0%	0%
Child Care	0%	0%	0%
Other*	7%	0%	0%

\*Long-term Disability

## Training & Experience

	Yes	No	Not Required but Preferred
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Previous experience required: 40% Yes, 40% No, 20% Not Required but Preferred

Previous experience required: 14 mos. on average

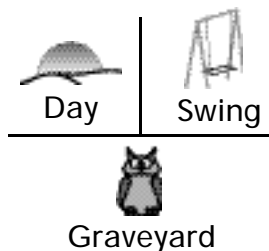
Training as a substitute for experience: 100% Yes

0 mos. of training on average can be substituted for experience.

### Hours Worked per week (avg.)



### Work Shifts





## Skills & Other Requirements

### Skills

Active Listening (4.00)  
Service Orientation (4.00)  
Complex Problem Solving (3.83)  
Reading Comprehension (3.66)  
Social Perceptiveness (3.50)  
Speaking: (3.50)  
Critical Thinking (3.50)  
Monitoring (3.50)  
Judgment and Decision Making (3.33)  
Coordination (3.16)  
Operation and Control (3.16)  
Writing (3.16)  
Systems Evaluation (3.00)

Equipment Selection (3.00)  
Operation Monitoring (3.00)  
Science (3.00)  
Mathematics (3.00)  
Active Learning (3.00)

### Knowledge

Medicine and Dentistry (4.66)  
Customer and Personal Service (4.33)  
Biology (4.00)  
Psychology (3.50)  
Chemistry (3.16)  
Clerical (3.16)

### Computer Skills

Word Processing  
Spreadsheet

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced			X
Turnover (Annual percentage rate of job turnover) = 5.9%			

## Recruitment Methods

93%	Newspaper Ads
73%	Employee Referrals
67%	Colleges/Universities
40%	Other = Job Fairs, Word-of-Mouth, Yellow Pages, Magazines
20%	Internet
7%	Private Employment Agencies

## Projections

The projected growth for the period of 1999-2006 for **Registered Nurses** is 11.4% (average).

## Where the Jobs Are

- Home Health Care Services
- Hospitals
- Offices and Clinics of Medical Doctors

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	80%	13%
Projected over the next 24 months	13%	47%	40%

## Size of Occupation

Size as of 1999 = 3,070 employees (very large)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Please include teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

## Wages & Benefits

### Wages

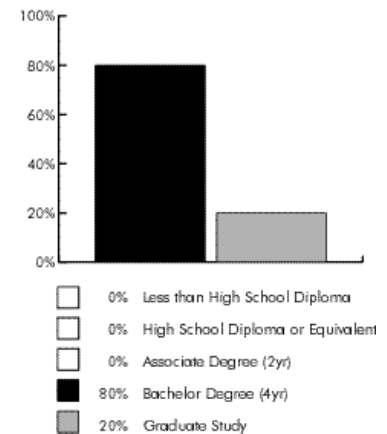
Union				Non-Union		
Low	High	Median		Low	High	Median
\$15.60	\$27.51	<b>\$20.43</b>	New hires, no experience	\$0.00	\$0.00	<b>\$0.00</b>
\$18.50	\$27.51	<b>\$22.59</b>	New hires, experienced	\$16.78	\$19.18	<b>\$16.78</b>
\$19.14	\$38.36	<b>\$25.42</b>	3 years with firm, experienced	\$19.18	\$21.58	<b>\$20.62</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers. Of the firms sampled, none hire employees with "no experience."

## Employer Requirements

### Education



### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	80%	7%	0%
Dental	73%	7%	0%
Vision	47%	7%	0%
Life	40%	0%	7%
Sick Leave	80%	0%	0%
Vacation	20%	0%	7%
Retirement	60%	13%	7%
Child Care	0%	0%	0%
Other	0%	0%	0%

## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	33%	27%	40%
Previous experience required: 33 mos. on average			
Training as a substitute for experience	18%	82%	
33 mos. of training on average can be substituted for experience.			

### Hours Worked per week (avg.)



### Work Shifts



Day

## Skills & Other Requirements

### Skills

Instructing (4.83)  
Learning Strategies (4.66)  
Social Perceptiveness (4.50)  
Speaking (4.50)  
Complex Problem Solving (4.33)  
Active Listening (4.16)  
Monitoring (4.16)  
Writing (4.00)  
Reading Comprehension (4.00)  
Service Orientation (3.83)  
Systems Evaluation (3.66)  
Mathematics (3.50)  
Critical Thinking (3.50)  
Coordination (3.33)  
Time Management (3.33)

Equipment Selection (3.00)  
Judgment and Decision Making (3.00)  
Systems Analysis (3.00)  
Persuasion (3.00)

### Knowledge

Education and Training (5.00)  
Therapy and Counseling (4.16)  
Psychology (4.16)  
English Language (4.00)  
Customer and Personal Service (3.16)

### Computer Skills

Word Processing  
Spreadsheet  
Database  
PowerPoint

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified			X
Inexperienced			X
Turnover (Annual percentage rate of job turnover) = 9.4%			

## Recruitment Methods

80%	Internet
73%	Newspaper Ads
53%	Other = Project Pipeline, Magazines, Ed Join (www.ed-join.org), Job Fairs, District Office
47%	Colleges/Universities
20%	Employee Referrals
7%	School, Program Referrals
7%	Walk-In Applicants

## Projections

The projected growth for the period of 1999-2006 for **Special Education Teachers** is 13.8% (faster than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	7%	60%	33%
Projected over the next 24 months		80%	20%

## Where the Jobs Are

- Elementary and Secondary Schools

## Size of Occupation

Size as of 1999 = 580 employees (medium)

### Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Stock Clerks – Stockroom, Warehouse, Storage Yard

OES 580230

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard and keep records and compile stock reports. Please do not include Stockroom Laborers and workers whose primary duties involve shipping, weighing and checking.

## Wages & Benefits

### Wages

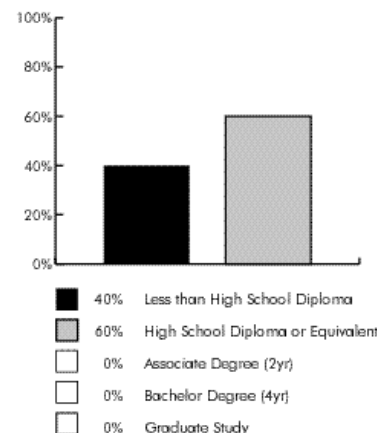
Union				Non-Union		
Low	High	Median		Low	High	Median
\$7.25	\$150.0	<b>\$11.13</b>	New hires, no experience	\$6.75	\$10.00	<b>\$8.00</b>
\$7.25	\$18.50	<b>\$12.00</b>	New hires, experienced	\$7.25	\$15.00	<b>\$9.25</b>
\$10.00	\$21.33	<b>\$15.25</b>	3 years with firm, experienced	\$9.75	\$20.00	<b>\$12.00</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

Note: Wages may seem inconsistent due to varying data collected from surveyed employers.

## Employer Requirements

### Education



### Benefits

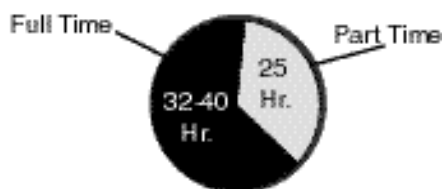
	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	67%	27%	0%
Dental	67%	20%	0%
Vision	53%	20%	0%
Life	47%	20%	0%
Sick Leave	87%	0%	0%
Vacation	87%	0%	0%
Retirement	60%	27%	0%
Child Care	0%	0%	0%
Other*	7%	0%	0%

\*Discounts

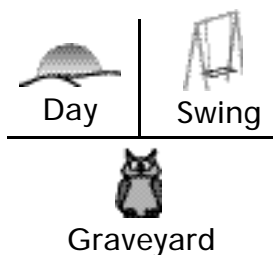
## Training & Experience

	Yes	No	Not Required but Preferred
Previous experience required	27%	60%	13%
Previous experience required: 13 mos. on average			
Training as a substitute for experience	17%	83%	
6 mos. of training on average can be substituted for experience.			

### Hours Worked per week (avg.)



### Work Shifts



# Stock Clerks – Stockroom, Warehouse, Storage Yard

## Skills & Other Requirements

### Skills

Active Listening (3.80)  
Complex Problem Solving (4.00)  
Mathematics (3.40)  
Reading Comprehension (4.00)  
Writing (3.00)

### Knowledge

Clerical (4.80)  
Computers and Electronics (3.20)  
Mathematics (3.60)

### Computer Skills

Word Processing  
Spreadsheet

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified		X	
Inexperienced		X	
Turnover (Annual percentage rate of job turnover) = 15.5%			

## Recruitment Methods

53%	Walk-In Applicants
47%	Employee Referrals
47%	Other = Word-of-Mouth, Other Stores, Banners, Flyers
40%	Newspaper Ads
27%	Internet
7%	Colleges/Universities

## Projections

The projected growth for the period of 1999-2006 for **Stock Clerks – Stockroom, Warehouse, Storage Yard** is 5.6% (slower than average).

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months		67%	33%
Projected over the next 24 months	7%	40%	53%

## Where the Jobs Are

- Air Transportation, Scheduled
- Department Stores
- Electrical Goods
- Grocery Stores
- Lumber and Other Building Materials
- Measuring & Controlling Devices
- New & Used Car Dealers
- Personnel Supply Services
- Plumbing, Heating and Air-Conditioning
- Radio, Television and Computer Stores

## Size of Occupation

Size as of 1999 = 2,320 employees (very large)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Telephone and Cable T.V. Line Installers and Repairers

OES 857020

Telephone and Cable T.V. Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guy wire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables.

## Wages & Benefits

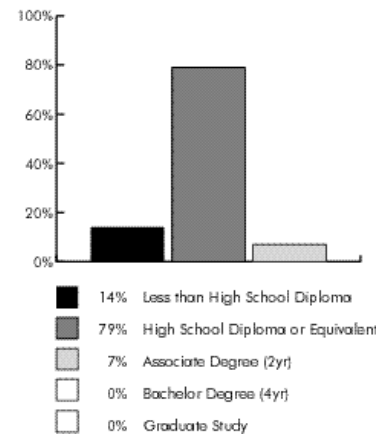
### Wages

Union				Non-Union		
Low	High	Median		Low	High	Median
\$19.05	\$19.05	<b>\$19.05</b>	New hires, no experience	\$9.00	\$12.50	<b>\$9.50</b>
\$20.81	\$40.30	<b>\$32.50</b>	New hires, experienced	\$9.50	\$20.00	<b>\$16.00</b>
\$20.81	\$50.00	<b>\$37.35</b>	3 years with firm, experienced	\$14.00	\$35.00	<b>\$22.50</b>

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

## Employer Requirements

### Education



### Benefits

	Employer Pays f/t	Shared Cost f/t	Employee Pays All f/t
Medical	64%	0%	0%
Dental	64%	0%	0%
Vision	50%	0%	0%
Life	43%	0%	0%
Sick Leave	36%	0%	0%
Vacation	50%	0%	0%
Retirement	43%	7%	0%
Child Care	7%	7%	0%
Other*	0%	7%	0%

\*Domestic Partner Health Coverage

## Training & Experience

	Yes	No	Not but Preferred
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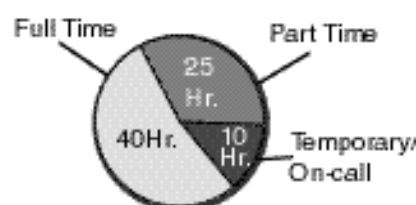
Required  
Previous experience required 50% 36% 14%

Previous experience required: 22 mos. on average

Training as a substitute 56% 44%  
for experience

11 mos. of training on average can be substituted for experience.

### Hours Worked per week (avg.)



### Work Shifts



# Telephone and Cable T.V. Line Installers and Repairers

## Skills & Other Requirements

### Skills

Installation (4.83)  
 Repairing (4.66)  
 Troubleshooting (4.50)  
 Equipment Maintenance (3.83)  
 Quality Control Analysis (3.66)  
 Complex Problem Solving (3.66)  
 Equipment Selection (3.50)  
 Mathematics (3.16)  
 Active Listening (3.16)  
 Operation and Control (3.00)  
 Speaking (3.00)

### Knowledge

Telecommunications (4.16)  
 Computers and Electronics (3.00)

### Computer Skills

Word Processing  
 Spreadsheet

## Supply & Demand (difficulty in finding applicants)

	Not Difficult	Moderately Difficult	Very Difficult
Fully experienced & qualified	X		
Inexperienced		X	

Turnover (Annual percentage rate of job turnover) = 16.8%

## Recruitment Methods

57% Other = Signs, Word-of-Mouth, Other Companies, Brochures  
 36% Employee Referrals  
 36% Newspaper Ads  
 29% Internet  
 14% Union Hall Referrals  
 7% Private Employment Agencies  
 7% Trade Journals

## Projections

The projected growth for the period of 1999-2006 for **Telephone and Cable T.V. Line Installers and Repairers** is 19.0% (much faster than average).

## Where the Jobs Are

- Electrical Work
- Telephone Communications

## Employment Levels

Actual and projected growth as stated by employers surveyed.

	Decline	Remain Stable	Grow
During the last 12 months	21%	64%	14%
Projected over the next 24 months		29%	71%

## Size of Occupation

Size as of 1999 = 630 employees (medium)

## Gender



Please refer to appendices B & C and Training Directory to locate training providers for this occupation in Santa Mateo County. See Appendix D for definition of Skills & Other Requirements.

# Appendix A: Previously Studied Occupations 2001

Adjustment Clerks  
Aircraft Mechanics  
Cardiology Technologists  
Cashiers  
Combined Food Preparation and Service Workers  
Computer Aided Design (CAD) Technicians  
Computer Engineers  
Computer Network Technicians  
Construction Managers  
Counter and Rental Clerks  
Dieticians and Nutritionists  
Financial Managers  
First Line Supervisors and Managers/Supervisors - Sales and Related Occupations  
Flight Attendants  
Graphic Designers  
Heating, Air Conditioning, and Refrigeration Mechanics and Installers  
Internet Web Site Designers/Developers (Webmasters)  
Maids and Housekeeping Cleaners  
Mechanical Engineers  
Paralegal Personnel  
Physicians' Assistants  
Police Patrol Officers  
Radiologic Technologists  
Reservation and Transportation Ticket Agents  
Teachers - Secondary School



# Appendix B: Training Providers by Occupation

(Occupation titles and school names may be abbreviated)

## **Accountants and Auditors**

American Business College International  
Cañada College  
Computer Business College  
Jefferson Adult School  
San Mateo ROP  
Skyline College

## **Automotive Mechanics**

San Mateo ROP  
Skyline College

## **Bakers – Bread and Pastry**

None found in San Mateo County

## **Biological Scientists**

Cañada College  
Notre Dame de Namur University

## **Biotech Laboratory Assistant**

San Mateo ROP  
Skyline College

## **Biotech Research Assistant**

San Mateo ROP  
Skyline College

## **Cooks – Restaurant**

Opportunities Industrialization Center West  
Sequoia Adult School

## **Computer Programmers**

Cañada College  
CompUSA Super Training Center  
Computer Business College  
Menlo College  
New Technology Computing Inc.  
Notre Dame de Namur University  
Skyline College

## **Cosmetology**

Hilltop Beauty School, Inc  
Skyline College

## **Database Administrators**

Cañada College  
CompUSA Super Training Center  
Computer Business College  
Menlo College  
New Technology Computing Inc.  
Notre Dame de Namur University  
Skyline College

## **Electricians**

IBEW Local Union 617

## **Electrical Engineering Technicians**

Cañada College  
New Technology Computing Inc.

## **Guards**

None found in San Mateo County

## **Janitors**

None found in San Mateo County

## **Laborers**

None found in San Mateo County

## **Licensed Vocational Nurse**

NCP Vocational School  
S. S. F. Adult School

## **Nurse Aides**

NCP Vocational School  
Providence Vocational School  
San Mateo ROP

## **Painters**

Skyline College

## **Personnel, Labor Relations**

Cañada College  
Menlo College  
Notre Dame de Namur University  
Skyline College  
S.S.F. Adult School

## **Appendix B: Training Providers by Occupation**

### **Receptionists**

American Business College International  
Computer Business College  
Jefferson Adult School  
Opportunities Industrialization Center West

### **Registered Nurses**

College of San Mateo  
Hospital Consortium Education

### **Stock Clerks**

None found in San Mateo County

### **Teacher – Elementary**

Cañada College

### **Teachers – Special Education**

None found in San Mateo County

### **Telephone, Cable TV Line Installers**

New Technology Computing Inc.  
Opportunities Industrialization Center West  
Sequoia Adult School  
Skyline College  
S.S.F. Adult School

## Appendix C: Index of Training Providers

### **American Business College International**

6755 Mission Street  
Daly City, CA 94014  
Phone: (650) 755-9191  
Fax: (650) 757-8297  
[www.americanbci.com](http://www.americanbci.com)

### **Anthony Schools of San Francisco**

1155 Chess Drive, Suite 108  
Foster City, CA 94404  
Phone: (650) 570-2284  
Fax: (650) 570-2243  
[www.anthonysfc.com](http://www.anthonysfc.com)

### **Cañada College**

4200 Farm Hill Boulevard  
Redwood City, CA 94061  
Phone: (650) 306-3100  
Fax: (650) 306-3457  
[www.canadacollege.net](http://www.canadacollege.net)

### **College of San Mateo**

1700 West Hillsdale Boulevard  
San Mateo, CA 94402-3784  
Phone: (650) 574-6161  
Fax: (650) 574-6680  
[www.gocsm.net](http://www.gocsm.net)

### **CompUSA Super Training Center**

1250 El Camino Real  
San Bruno, CA 94066  
Phone: (650) 244-4730  
Fax: (650) 244-4755  
[www.compusa.com/training](http://www.compusa.com/training)

### **Computer Business College**

6755 Mission Street  
Daly City, CA 94014  
Phone: (650) 755-9191  
Fax: (650) 757-8297

### **Hilltop Beauty School, Inc.**

6317 Mission Street  
Daly City, CA 94014  
Phone: (650) 756-2720  
Fax: (650) 756-0236

### **IBEW Local Union 617**

1701 Leslie Street  
San Mateo, CA 94402  
Phone: (650) 574-4239  
Fax: (650) 574-1408

### **Jefferson Adult School**

699 Serramonte Boulevard,  
Suite 111  
Daly City, CA 94015  
Phone: (650) 550-7890  
Fax: (650) 550-7889  
[www.juhsd.k12.ca.us](http://www.juhsd.k12.ca.us)

### **Menlo College**

1000 El Camino Real  
Atherton, CA 94027  
Phone: (650) 543-3723  
Fax: (650) 543-4496  
[www.menlo.edu](http://www.menlo.edu)  
[admissions@menlo.edu](mailto:admissions@menlo.edu)

### **NCP Vocational School**

257 Longford Drive  
South San Francisco, CA 94080  
Phone: (650) 871-0701  
Fax: (650) 871-0703  
[www.ncpvocational.com](http://www.ncpvocational.com)  
[milojocson@ncpvocational.com](mailto:milojocson@ncpvocational.com)

### **New Technology Computing, Inc.**

1838 El Camino Real Suite 111  
Burlingame, CA 94010  
Phone: (650) 692-8228

### **Notre Dame de Namur University**

1500 Ralston Avenue  
Belmont, CA 94002  
Phone: (650) 593-1601  
Fax: (650) 508-3736  
[www.ndnu.edu](http://www.ndnu.edu)

### **Opportunities**

#### **Industrialization Center West**

1200 O'Brien Drive  
Menlo Park, CA 94025  
Phone: (650) 322-8431  
Fax: (650) 330-6401  
[www.oicw.org](http://www.oicw.org)  
[info@oicw.org](mailto:info@oicw.org)

#### **Providence Vocational School**

189 School Street  
Daly City, CA 94014  
Phone: (650) 991-2309  
Fax: (650) 991-2047

#### **San Mateo Regional Occupational Program (ROP)**

101 Twin Dolphin Drive  
Redwood City, CA 94065  
Phone: (650) 802-5400  
Fax: (650) 802-5414

#### **Sequoia Adult School**

3247 Middlefield Road  
Menlo Park, CA 94025  
Phone: (650) 306-8866  
Fax: (650) 365-2420  
[www.adultschool.seq.org](http://www.adultschool.seq.org)

#### **Skyline College**

3300 College Drive  
San Bruno, CA 94066  
Phone: (650) 738-4100  
Fax: (650) 738-4200  
<http://skylinecollege.edu>

#### **South San Francisco Adult School**

825 Southwood Drive  
South San Francisco, CA 94080  
Phone: (650) 877-8844  
Fax: (650) 877-8786

## Appendix D: Definitions for Skills & Other Requirements

**Source** [www.skillmatrixnetwork.com](http://www.skillmatrixnetwork.com)

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Refer to the Project Methodology for more information.

### Skills

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**Active Learning:** Working with new material or information to grasp its implications

**Active Listening:** Listening to what other people are saying and asking questions as appropriate

**Complex Problem Solving:** Complex problem solving is used in identifying complex problems and reviewing related information so that options may be developed and evaluated, and solutions may be put into action.

**Coordination:** Adjusting actions in relation to others' actions

**Critical Thinking:** Using logic and analysis to identify the strengths and weaknesses of different approaches

**Equipment Maintenance:** Performing routine maintenance and determining when and what kind of maintenance is needed

**Equipment Selection:** Determining the kind of tools and equipment needed to do a job

**Installation:** Installing equipment, machines, wiring, or programs to meet specifications

**Instructing:** Teaching others how to do something

**Judgment and Decision Making:** Weighing the relative costs and benefits of a potential action

**Learning Strategies:** Using multiple approaches when learning or teaching new things

**Management of Financial Resources:** Determining how money will be spent to get the work done, and accounting for these expenditures

**Management of Material Resources:** Obtaining and seeing to the appropriate use of

equipment, facilities, and materials needed to do certain work

**Management of Personnel Resources:** Motivating, developing, and directing people as they work, identifying the best people for the job

**Manual Dexterity:** The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects

**Mathematics:** Using mathematics to solve problems

**Monitoring:** Assessing how well one is doing when learning or doing something

**Operation and Control:** Controlling operations of equipment or systems

**Operation Monitoring:** Watching gauges, dials, or other indicators to make sure a machine is working properly

**Operations Analysis:** Analyzing needs and product requirements to create a design

**Programming:** Writing computer programs for various purposes

**Quality Control Analysis:** People use quality control analysis skills to conduct tests and inspections. This skill may be applied to products, services, and processes so that a company can evaluate quality or performance level.

**Reading Comprehension:** Understanding written sentences and paragraphs in work related documents

**Science:** Using scientific methods to solve problems

## Appendix D: Definitions for Skills & Other Requirements

**Service Orientation:** Actively looking for ways to help people

**Social Perceptiveness:** Being aware of others' reactions and understanding why they react the way they do

**Speaking:** Talking to others to effectively convey information

**Systems Analysis:** Systems analysis skills are important in determining how a system should work. This skill is also used to figure out how changes in conditions, operations, and the environment will affect outcomes.

**Systems Evaluation:** Systems evaluations skills are used in identifying the measures or indicators of system performance. It is also vital in deciding what actions are needed to improve or correct performance, relative to the goals of the system.

**Technology Design:** Generating or adapting equipment and technology to serve user needs

**Time Management:** Managing one's own time and the time of others

**Troubleshooting:** Determining what is causing an operating error and deciding what to do about it

**Trunk Strength:** The ability to use one's abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing

**Wrist-Finger Speed:** The ability to make fast, simple, repeated movements of the fingers, hands, and wrists

**Writing:** Communicating effectively with others in writing as indicated by the needs of the audience

### Knowledge

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**Administration and Management:** Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods

**Biology:** Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment

**Chemistry:** Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods

**Clerical:** Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology

**Communications and Media:** Knowledge of media production, communication, and dissemination techniques and methods including alternative ways to inform and entertain via written, oral, and visual media

**Computers and Electronics:** Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming

**Customer and Personal Service:** Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques

**Design:** Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models

**Economics and Accounting:** Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data

**Education and Training:** Knowledge of instructional methods and training techniques

## Appendix D: Definitions for Skills & Other Requirements

including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles

**Engineering and Technology:** Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications

**English Language:** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

**Food Production:** Knowledge of techniques and equipment for planting, growing, and harvesting of food for consumption including crop rotation methods, animal husbandry, and food storage/handling techniques

**Geography:** Knowledge of various methods for describing the location and distribution of land, sea, and air masses including their physical locations, relationships, and characteristics

**Law, Government and Jurisprudence:** Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process

**Mathematics:** Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications

**Medicine and Dentistry:** Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures

**Personnel and Human Resources:** Knowledge of policies and practices involved in personnel/human resource functions. This includes recruitment, selection, training, and promotion regulations and procedures; compensation and benefits packages; labor relations and negotiation strategies

**Physics:** Knowledge and prediction of physical principles, laws, and applications including air, water, material dynamics, light, atomic principles, heat, electric theory, earth formations, and meteorological and related natural phenomena

**Production and Processing:** Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods

**Psychology:** Knowledge of human behavior and performance, mental processes, psychological research methods, and the assessment and treatment of behavioral and affective disorders

**Public Safety and Security:** Knowledge of weaponry, public safety, and security operations, rules, regulations, precautions, prevention, and the protection of people, data, and property

**Telecommunications:** Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems

**Therapy and Counseling:** Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects

**Transportation:** Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations

## **Appendix E: Sample CCOIS Occupational Survey Questionnaire**

## **Appendix E: Sample CCOIS Occupational Survey Questionnaire**



# Appendix F: 1999-2006 San Mateo Occupational Forecast Tables

**Table 4**  
**Occupations With the Greatest Absolute Job Growth (1)**  
**San Mateo County**  
**1999-2006**

CA 993 Code	Occupation (Definition)	Annual Average 1999 (2)	Annual Average 2006	Absolute Change	Percent Change
25127	COMPUTER ENGINEERS	4,280	5,280	1,000	23.3
25122	SYSTEMS ANALYSTS-EXCL DATA PROCESSING	3,010	4,200	1,190	39.5
25124	COMPUTER SUPPORT SPECIALISTS	2,430	4,190	1,760	72.4
43011	SALESPERSONS, RETAIL	13,280	14,340	1,060	7.9
11026	GENERAL MANAGERS, TOP EXECUTIVES	11,610	12,690	1,080	9.3
24106	COMPUTER PROGRAMMERS	4,790	5,890	1,100	23.1
87006	WAITERS, CLEANERS-EXCEPT MAIDS	4,910	6,010	1,100	22.4
49022	CASHIERS	7,280	8,380	1,100	15.1
11017	ENGINEER, MATHEMATICAL SCIENCES	4,780	5,880	1,100	23.0
43047	GENERAL OFFICE CLERKS	8,120	9,220	1,100	13.5
25126	ELECT AND ELECTRONIC ENGINEERS	1,820	2,920	1,100	60.4
43047	GUARDS AND WATCH GUARDS	3,280	4,380	1,100	33.5
79041	LABORERS, LANDSCAPING/MAINTENANCE	2,780	3,880	1,100	39.6
25114	ACCOUNTANTS AND AUDITORS	3,380	4,480	1,100	32.5
24026	BIOLOGICAL SCIENTISTS	820	1,920	1,100	133.3
82026	RECEPTIONISTS, INFORMATION CLERKS	4,730	5,830	1,100	23.2
25123	DATA BASE ADMINISTRATORS	780	1,880	1,100	141.0
13011	MARKETING, ADV, PUB-RELATIONS MGRS	2,880	3,980	1,100	38.2
87106	TRUCK DRIVERS, LIGHT	3,040	4,140	1,100	36.2
49006	SALES REPS, ELECTRONIC-EX RETAIL	2,380	3,480	1,100	46.2
49006	WAITERS AND WAITRESSES	5,180	6,280	1,100	21.2
13002	FINANCIAL MANAGERS	2,380	3,480	1,100	46.2
42002	REGISTERED NURSES	3,070	4,170	1,100	35.8
87002	MAIDS AND HOUSEKEEPING-CLEANERS	1,890	2,990	1,100	58.2
43017	SALES AGENTS-DELECTED BUS SERVICES	1,210	2,310	1,100	90.9
25026	ELECT, ELECTRONIC ENGINEERING TECHS	1,880	2,980	1,100	58.5
24106	LAWYERS	1,280	2,380	1,100	85.9
43004	DENTAL ASSISTANTS	930	2,030	1,100	118.3
24106	CHEMISTS, EXCEPT BIOCHEMISTS	880	1,980	1,100	125.0
34106	SECRETARIES, GENERAL	6,380	7,480	1,100	17.2
43014	POLICE PATROL OFFICERS	770	1,870	1,100	142.9
31002	TEACHERS, PRESCHOOL	1,380	2,480	1,100	79.7
49002	HAND PACKERS AND PACKAGERS	1,780	2,880	1,100	61.8
43017	COUNTER AND RETAIL CLERKS	2,010	3,110	1,100	54.7
13014	ADMINISTRATIVE SERVICES MANAGERS	1,380	2,480	1,100	79.7
24211	MEDICAL SCIENTISTS	380	1,480	1,100	289.5
49002	COOKS-RESTAURANT	2,430	3,530	1,100	45.3
87102	TRUCK DRIVERS, HEAVY	2,380	3,480	1,100	46.2
25102	MANAGEMENT ANALYSTS	680	1,780	1,100	161.8
25121	TEACHER AIDES, PARAPROFESSIONAL	1,380	2,480	1,100	79.7
43041	COINED FOOD PREP AND SERVICE	3,580	4,680	1,100	30.7
49002	AUTOMOTIVE MECHANICS	2,380	3,480	1,100	46.2
43012	ADJUSTMENT CLERKS	1,820	2,920	1,100	60.4
43011	HOME HEALTH CARE WORKERS	480	1,580	1,100	229.2
49004	TECHNICAL WRITERS	430	1,530	1,100	255.8
24014	ARTISTS AND RELATED WORKERS	580	1,680	1,100	189.7
49006	TELEMARKETERS, SOLICITORS & RELATED	1,010	2,110	1,100	108.9
43004	CHILD CARE WORKERS	740	1,840	1,100	148.6
24004	PARALEGAL PERSONNEL	380	1,480	1,100	289.5
43004	BOOKKEEPING, ACCOUNTING-CLERKS	5,870	6,970	1,100	18.9
	<b>TOTAL OF THESE OCCUPATIONS</b>	<b>146,138</b>	<b>172,728</b>	<b>26,590</b>	<b>18.2</b>

# Appendix F: 1999-2006 San Mateo Occupational Forecast Tables

**Table F**  
**Occupations With the Fastest Growth (1)**  
**San Mateo County**  
**1999-2006**

CA OES Code	Occupation (Definition)	Annual Averages		Absolute Change	Percent Change
		1999 (2)	2006		
25117	COMPUTER PROGRAMERS	4,290	9,200	4,910	114.5
25104	COMPUTER SUPPORT SPECIALISTS	2,400	4,190	1,790	74.6
25103	DATABASE ADMINISTRATORS	700	1,220	520	74.3
25102	SYSTEMS ANALYSTS-EXCL DATA PROCESSING	1,010	2,200	1,190	117.8
24008	BIOLOGICAL SCIENTISTS	620	1,460	840	135.7
24101	MEDICAL SCIENTISTS	260	540	280	107.7
25117	INSTRUCTIONAL COORDINATORS	160	340	180	112.5
13017	ENGINEER, MATH, NATURAL SCIENCES	1,700	2,130	430	25.3
24105	CHEMISTS, EXCEPT BIOCHEMISTS	960	1,090	130	13.6
27119	CHEMICAL ENGINEERS	290	410	120	41.4
24002	BIOLOGICAL, AGRIC, FOOD SCIENCES	250	330	80	32.0
26005	PARALEGAL PERSONNEL	300	330	30	10.0
24005	TECHNICAL WRITERS	430	590	160	37.2
26011	HOME HEALTH CARE WORKERS	660	730	70	10.6
27118	ELECT AND ELECTRICAL ENGINEERS	1,800	2,470	670	37.2
27008	HUMAN SERVICES WORKERS	960	1,070	110	11.5
26009	PERSONAL AND HOME CARE AIDES	410	530	120	29.3
27011	MECHANICAL ENGINEERING TECHS	190	210	20	10.5
24009	MANAGEMENT ANALYSTS	600	770	170	28.3
27007	RESIDENTIAL COUNSELORS	350	430	80	22.9
26008	DENTAL HYGIENISTS	490	590	100	20.4
26014	POLICE PATROL OFFICERS	770	930	160	20.8
26105	MACHINER, OTHER EXCEPT MACH ASSEMBLER	210	270	60	28.6
26003	DENTAL ASSISTANTS	830	1,130	300	36.0
26003	SALES AGENTS-ADVERTISING	430	590	160	37.2
24009	ARTISTS AND RELATED WORKERS	590	740	150	25.4
27118	INDUSTRIAL ENGINEERS-EXCEPT SAFETY	340	430	90	26.5
26119	FINANCIAL ANALYSTS, STATISTICAL	310	390	80	25.8
25105	COMPUTER PROGRAMERS	4,790	1,390	1,200	25.1
27115	MECHANICAL ENGINEERS	480	600	120	25.0
26017	SALES AGENTS-SPECIALIZED BUS SERVICES	1,210	1,510	300	24.8
27009	SOCIAL WORKERS-EXCEPT PSYCHIATRIC	410	510	100	24.4
26106	DATA PROCESSING EQUIP REPAIRERS	330	410	80	24.2
27008	FARMING LOT ATTENDANTS	230	290	60	26.1
26005	CUSTOMER SERVICE REPS-UTILITIES	600	760	160	26.7
26117	INSTRUCTORS-NON-VOC EDUCATION	300	370	70	23.3
24008	GEODETIC, EXCEPT PHOTO GEODETIC	690	730	40	5.8
24009	PUB RELATIONS SPECS, PUBLICITY MATTERS	120	160	40	33.3
26014	DEMONSTRATORS AND PROMOTERS	120	160	40	33.3
26108	LAWYERS	1,200	1,460	260	21.7
26009	CHILD CARE WORKERS	740	900	160	21.6
26008	HOTEL, TRAVEL CLERKS	360	440	80	22.2
26111	TAX PREPARERS	190	230	40	21.1
27009	JANITORS, CLEANERS-EXCEPT MAINT	4,910	1,310	1,200	24.4
26009	MEDICAL ASSISTANTS	700	860	160	22.9
26117	CORRECTION OFFICERS, JAILERS	660	800	140	21.2
26108	COMPUTER PROGRAMER AIDES	200	240	40	20.0
27009	EMERGENCY MEDICAL TECHNICIANS	300	360	60	20.0
13011	MARKETING, ADV, PUB RELATIONS MGRS	2,490	2,990	500	20.1
76041	LABORERS, LAND OCCUPATIONS EXCEPTING	2,790	3,340	550	19.7
	TOTAL OF THESE OCCUPATIONS	67,600	84,790	17,190	25.4



# Training Directory

# San Mateo County Training Directory

A Plus Learning Center	Anthony Schools of San Francisco
<p>92 East 21st Avenue San Mateo, CA 94403 Phone: (650) 286-1688 Fax: (650) 286-1689</p>	<p>1155 Chess Drive, Suite 108 Foster City, CA 94404 Phone: (650) 570-2284 Fax: (650) 570-2243 Website: www.anthonysfc.com</p>
<p><b><u>Services Offered</u></b> Career Development Counseling Open Entry/Open Exit ESL Services</p> <p><b><u>Programs Offered</u></b> After School Homework Assistance Basic Skills Training Computers English as a Second Language Writing</p>	<p><b><u>Services Offered</u></b> Open Entry/Open Exit</p> <p><b><u>Programs Offered</u></b> Contracting Real Estate</p>
American Business College International	Bay Area Executrain
<p>6755 Mission Street Daly City, CA 94014 Phone: (650) 755-9191 Fax: (650) 757-8297 Website: www.americanbci.com</p>	<p>1065 East Hillsdale Boulevard, Suite 404 Foster City, CA 94404 Phone: (650) 573-9675 Fax: (800) 211-4111 www.bayareaexecutrain.com</p>
<p><b><u>Services Offered</u></b> Job Placement Assistance Veteran Approved Career Development Counseling Open Entry/Open Exit Financial Aid</p> <p><b><u>Programs Offered</u></b> Accounting Support Computer Repair/Network Technician Graphic Design Support/Desktop Publishing Medical Lab Assistant with Computers Medical Office Support Office Support Special Computer Software Training</p>	<p><b><u>Services Offered</u></b> Distance Online Learning (see website for online courses)</p> <p><b><u>Programs Offered</u></b> Desktop Publishing Equipment Operator Desktop Software and Web Development</p>

# San Mateo County Training Directory

Cabrillo Adult School	Cañada College																																		
<p>498 Kelly Avenue Half Moon Bay, CA 94019 Phone: (650) 712-7224 Fax: (650) 712-7225 Website: <a href="http://www.cabrillo.k12.ca.us">www.cabrillo.k12.ca.us</a></p>	<p>4200 Farm Hill Boulevard Redwood City, CA 94061 Phone: (650) 306-3100 Fax: (650) 306-3457 Website: <a href="http://www.canadacollege.net">www.canadacollege.net</a></p>																																		
<p><b><u>Services Offered</u></b> ESL Services</p> <p><b><u>Programs Offered</u></b> Basic Computer Chorale (singing) Citizenship High School/Secondary Diplomas Parenting Spanish Language and Literature</p>	<p><b><u>Services Offered</u></b> Financial Aid Veteran Approved On-Site Child Care Career Development Counseling Open Entry/Open Exit Distance/On-line Learning ESL Services</p> <p><b><u>Programs Offered</u></b></p> <table> <tr> <td>Accounting</td><td>Information Technology</td></tr> <tr> <td>Anthropology</td><td>Interior Design</td></tr> <tr> <td>Art</td><td>Liberal Arts</td></tr> <tr> <td>Biology</td><td>Mathematics</td></tr> <tr> <td>Business Admin. &amp; Mgmt.</td><td>Music</td></tr> <tr> <td>Chemistry</td><td>Paralegal</td></tr> <tr> <td>Computer Info. Sciences &amp; Sys.</td><td>Philosophy</td></tr> <tr> <td>Drama</td><td>Physical Education</td></tr> <tr> <td>Early Childhood Education</td><td>Physics</td></tr> <tr> <td>Economics</td><td>Political Science</td></tr> <tr> <td>Engineering</td><td>Psychology</td></tr> <tr> <td>English</td><td>Radiologic Technology</td></tr> <tr> <td>Fashion Design</td><td>Social Sciences</td></tr> <tr> <td>Foreign Language</td><td>Sociology</td></tr> <tr> <td>Geography</td><td>Speech</td></tr> <tr> <td>History</td><td>Travel Industry</td></tr> <tr> <td>Human Services</td><td>University Studies</td></tr> </table>	Accounting	Information Technology	Anthropology	Interior Design	Art	Liberal Arts	Biology	Mathematics	Business Admin. & Mgmt.	Music	Chemistry	Paralegal	Computer Info. Sciences & Sys.	Philosophy	Drama	Physical Education	Early Childhood Education	Physics	Economics	Political Science	Engineering	Psychology	English	Radiologic Technology	Fashion Design	Social Sciences	Foreign Language	Sociology	Geography	Speech	History	Travel Industry	Human Services	University Studies
Accounting	Information Technology																																		
Anthropology	Interior Design																																		
Art	Liberal Arts																																		
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Business Admin. & Mgmt.	Music																																		
Chemistry	Paralegal																																		
Computer Info. Sciences & Sys.	Philosophy																																		
Drama	Physical Education																																		
Early Childhood Education	Physics																																		
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Engineering	Psychology																																		
English	Radiologic Technology																																		
Fashion Design	Social Sciences																																		
Foreign Language	Sociology																																		
Geography	Speech																																		
History	Travel Industry																																		
Human Services	University Studies																																		

# San Mateo County Training Directory

College of San Mateo	Color Style Institute
<p>1700 West Hillsdale Boulevard San Mateo, CA 94402-3784 Phone: (650) 574-6161 Fax: (650) 574-6680 Website: <a href="http://www.gocsm.net">www.gocsm.net</a></p>	<p>1035 Tehama Avenue Menlo Park, CA 94025 Phone: (650) 321-5997 Fax: (650) 321-1168</p>
<p><b><u>Services Offered</u></b></p> <p>Financial Aid Job Placement Assistance Veteran Approved On-Site Child Care Career Development Counseling Open Entry/Open Exit Distance/On-line Learning ESL Services</p>	<p><b><u>Services Offered</u></b></p> <p>Counseling Open Entry/Open Exit</p> <p><b><u>Programs Offered</u></b></p> <p>Image and Color Consulting</p>
<p><b><u>Programs Offered</u></b></p> <p>Business Information Processing Business Windows Platform (Word, Excel, PowerPoint, Internet) Construction/Building Inspector Drafting Heating, Air Conditioning and Refrigeration Machinist/Machine Technologist Nursing (RN Training) Pharmacology Physical Sciences Plumber and Pipefitter Public Administration Welder/Welding Technologist</p>	<p><b>CompUSA Super Training Center</b></p> <p>1250 El Camino Real San Bruno, CA 94066 Phone: (650) 244-4730 Fax: (650) 244-4755 Website: <a href="http://www.compusa.com/training">www.compusa.com/training</a></p>
	<p><b><u>Services Offered</u></b></p> <p>Distance/On-line Learning</p> <p><b><u>Programs Offered</u></b></p> <p>Computer and Information Sciences Computer Typography and Composition Equipment Operator</p>

# San Mateo County Training Directory

## Computer Business College

6755 Mission Street  
Daly City, CA 94014  
Phone: (650) 755-9191  
Fax: (650) 757-8297

### Services Offered

Job Placement Assistance  
Veteran Approved  
Career Development  
Counseling  
Open Entry/Open Exit  
Financial Aid

### Programs Offered

Accounting  
Business Operations Support  
Computer and Information Sciences  
Computer Engineering Technology  
Numeracy and Computational Skills

## Contractors State License Schools

101-B Hickey Boulevard  
South San Francisco, CA 94080  
Phone: (650) 755-5582  
Fax: (650) 755-5598  
Website: www.cslscorp.com

### Services Offered

Counseling  
Open Entry/Open Exit

### Programs Offered

Contractor's State License Preparation  
Estimating & Blueprint Reading  
Home Inspection

## Diamond Aviation

620 Airport Drive #1  
San Carlos, CA 94070  
Phone: (650) 591-7611  
Fax: (650) 591-3325  
Website: www.ksql.com

### Services Offered

Open Entry/Open Exit

### Programs Offered

Aeronautics  
Aviation  
Aerospace Science and Technology  
Airline/Commercial/Professional Pilot and  
Flight Crew

## English As a Second Language

450 Chadbourne Avenue  
Millbrae, CA 94030  
Phone: (650) 697-6313  
Fax: (650) 697-6316  
Website: www.esl-institute.com

### Services Offered

Job Placement Assistance  
Veteran Approved  
Career Development  
Counseling  
Open Entry/Open Exit

### Programs Offered

American History  
Career Exploration  
English Composition  
English Language & Literature  
Journalism  
Technical & Business Writing  
Word Processing

# San Mateo County Training Directory

## Golden Gate School of Professional Photography

Mailing address: PO Box F  
San Mateo, CA 94401  
Physical address: Various rental sites in California  
Phone: (650) 548-0889  
Fax: (650) 347-3141  
Website: [www.goldengateschool.org](http://www.goldengateschool.org)

### Services Offered

Open Entry/Open Exit

### Programs Offered

Photography

## H&R Block Tax School

99 El Camino Real  
San Carlos, CA 94070  
Phone: (650) 592-2013  
Fax: (650) 592-2060  
Website: [www.hrblock.com](http://www.hrblock.com)

### Services Offered

Job Placement Assistance

### Programs Offered

Taxation

## Goodwill Industries

28 West 25th Street  
San Mateo, CA 94403  
Phone: (415) 575-2145  
Website: [www.goodwill.org](http://www.goodwill.org)

### Services Offered

Distance Learning

### Programs Offered

Basic Computers

## Hilltop Beauty School, Inc.

6317 Mission Street  
Daly City, CA 94014  
Phone: (650) 756-2720  
Fax: (650) 756-0236

### Services Offered

Financial Aid  
Open Entry/Open Exit  
Job Placement Assistance

### Programs Offered

Cosmetology, Barber/Styling  
Nail Instructor Cosmetology



# San Mateo County Training Directory

Home Study, Inc. DBA American Schools	IBEW Local Union 617
1310 Bayshore Highway #11 Burlingame, CA 94010 Phone: (310) 544-2090	1701 Leslie Street San Mateo, CA 94402 Phone: (650) 574-4239 Fax: (650) 574-1408
<p><b><u>Services Offered</u></b></p> <p>Information Not Available</p> <p><b><u>Programs Offered</u></b></p> <p>Real Estate</p>	<p><b><u>Services Offered</u></b></p> <p>Information Not Available</p> <p><b><u>Programs Offered</u></b></p> <p>Electrician Apprenticeship            The Voice Data Video Apprenticeship</p>
Hospital Consortium Education	Jackson Arms
1600 Trousdale Drive Burlingame, CA 94010 Phone: (650) 696-7860 Fax: (650) 696-7864 Website: www.hospitalconsort.org	710 Dubuque Avenue South San Francisco, CA 94080 Phone: (650) 588-4209 Fax: (650) 588-1845 Website: www.jacksonarms.com
<p><b><u>Services Offered</u></b></p> <p>Open Entry/Open Exit            Distance Learning</p> <p><b><u>Programs Offered</u></b></p> <p>Basic Emergency Unit Nursing            Critical Care (Certificate)            EMT            Labor and Delivery            Paramedic Training            Perioperative Nurse            RN Refresher</p>	<p><b><u>Services Offered</u></b></p> <p>Open Entry/Open Exit</p> <p><b><u>Programs Offered</u></b></p> <p>Basic Firearms Safety Certification            Personal Protection Courses/Defensive                Firearms Training            Security Officer Training            N.R.A. Certified Classes and Hunter Safety                Classes</p>

# San Mateo County Training Directory

## Jefferson Adult School

699 Serramonte Boulevard, Suite 111  
Daly City, CA 94015  
Phone: (650) 550-7890  
Fax: (650) 550-7889  
Website: [www.juhsd.k12.ca.us](http://www.juhsd.k12.ca.us)

### Services Offered

Open Entry/Open Exit  
ESL Services  
Veteran Approved

### Programs Offered

Business Computer Facilities Operator  
Computerized Accounting  
General Studies  
Office Technology

## Mills-Peninsula Hospital School of Radiologic Technology

1783 El Camino Real  
Burlingame, CA 94010  
Phone: (650) 696-5519  
Fax: (650) 696-5280  
Website: [www.millspeninsula.org](http://www.millspeninsula.org)

### Services Offered

Financial Aid

### Programs Offered

Radiologic Technology

## Menlo College

1000 El Camino Real  
Atherton, CA 94027  
Phone: (650) 543-3723  
Fax: (650) 543-4496  
Website: [www.menlo.edu](http://www.menlo.edu)  
Email: [admissions@menlo.edu](mailto:admissions@menlo.edu)

### Services Offered

Financial Aid  
Counseling  
Tutorial Service

### Programs Offered

Business Administration and Management  
Computer and Information Sciences  
Humanities/Humanistic Studies  
Mass Communications  
Psychology

## NCP Vocational School

257 Longford Drive  
South San Francisco, CA 94080  
Phone: (650) 871-0701  
Fax: (650) 871-0703  
Website: [www.ncpvocational.com](http://www.ncpvocational.com)  
Email: [milojocson@ncpvocational.com](mailto:milojocson@ncpvocational.com)

### Services Offered

Career Development  
Counseling

### Programs Offered

CNA Acute Care  
Computer Training  
Home Health Aide  
LVN  
Nursing Assistant

# San Mateo County Training Directory

## New Technology Computing, Inc.

1838 El Camino Real, Suite 111  
Burlingame, CA 94010  
Phone: (650) 692-8228  
Fax: (650) 692-2838  
Website: www.ntcom.com

### Services Offered

Distance Learning

### Programs Offered

Computer Engineering Technology  
Computer Programming, Specific Applications  
Computer Programming, Vendor/Product  
Certification  
Computer Software Technology  
Computer Systems Networking and  
Telecommunications  
Data Modeling/Warehousing and Database  
Administration

## Notre Dame de Namur University

1500 Ralston Avenue  
Belmont, CA 94002  
Phone: (650) 593-1601  
Fax: (650) 508-3736  
Website: www.ndnu.edu

### Services Offered

Financial Aid  
Job Placement Assistance  
Veteran Approved  
Career Development  
Counseling  
ESL Services

### Programs Offered

Art  
Art and Graphic Design  
Biochemistry  
Biology  
Business Administration  
Communication  
Computer Science  
English  
History  
Humanities  
Human Services  
Liberal Studies  
Marketing Communication  
Music  
Musical Theatre  
Philosophy  
Political Science  
Psychology  
Religious Studies  
Social Science  
Sociology  
Software Engineering and Management  
Theatre Arts

# San Mateo County Training Directory

Opportunities Industrialization Center West	Phyziquest Vitality Sciences Institute
<p>1200 O'Brien Drive Menlo Park, CA 94025 Phone: (650) 322-8431 Fax: (650) 330-6401 Website: www.oicw.org Email: info@oicw.org</p>	<p>70-A North El Camino Real San Mateo, CA 94401 Phone: (650) 347-4565 Fax: (650) 871-0703</p>
<p><b><u>Services Offered</u></b></p> <p>Job Placement Assistance On-Site Child Care Career Development Open Entry/Open Exit</p> <p><b><u>Programs Offered</u></b></p> <p>A+ Computer Repair Technician Certified Nurse Assistant/Aide Cisco Network Academy Computer Service Tech A+ Construction Trades, Other Culinary Arts/Chef Training Digital Publishing (Web Design) Electrical and Electronics Equipment Electronic Telecommunications General Office/Clerical and Typing Service Installation Oracle Sun Network Academy</p>	<p><b><u>Services Offered</u></b></p> <p>Information Not Available</p> <p><b><u>Programs Offered</u></b></p> <p>Massage Therapy</p>
	Providence Vocational School
	<p>189 School Street Daly City, CA 94014 Phone: (650) 991-2309 Fax: (650) 991-2047</p>
	<p><b><u>Services Offered</u></b></p> <p>Career Development</p> <p><b><u>Programs Offered</u></b></p> <p>Acute Care EKG Home Health Aide Nurse Assistant/Aide Phlebotomy</p>

# San Mateo County Training Directory

## Saint Patrick's Seminary

320 Middlefield Road  
Menlo Park, CA 94025  
Phone: (650) 325-5621  
Fax: (650) 322-0997  
Website: [www.stpatricksseminary.org](http://www.stpatricksseminary.org)  
Email: [info@stpatricksseminary.org](mailto:info@stpatricksseminary.org)

### Services Offered

Financial Aid  
Career Development

### Programs Offered

Divinity/Ministry (B.D, M. Div.)  
Pastoral Counseling and Specialized Ministries  
Theology/Theological Studies

## San Mateo Adult School

789 East Poplar Avenue  
San Mateo, CA 94401  
Phone: (650) 558-2100  
Fax: (650) 762-0232  
Website: [www.smace.org](http://www.smace.org)

### Services Offered

Counseling  
G.E.D. Assistance

### Programs Offered

A+ Certification  
Basic Skills  
Cisco Network Engineer  
Equipment Operator  
General Retailing Operations  
Home Care Aide Training  
Home Health Aide  
Language  
Network+  
PC Troubleshooting  
Teaching English as a Second Language/Foreign  
Upholsterer  
Woodshop

# San Mateo County Training Directory

## San Mateo Regional Occupational Program (ROP)

101 Twin Dolphin Drive  
Redwood City, CA 94065- 1064  
Phone: (650) 802-5400  
Fax: (650) 802-5414  
Website: [www.smcoe.k12.ca.us/rop/](http://www.smcoe.k12.ca.us/rop/)

## Sequoia Adult School

3247 Middlefield Road  
Menlo Park, CA 94025  
Phone: (650) 306-8866  
Fax: (650) 365-2420  
Website: [www.adultschool.seq.org](http://www.adultschool.seq.org)

### **Services Offered**

Financial Aid  
Counseling  
Open Entry/Open Exit

### **Programs Offered**

A+ Certification  
Accounting  
Automotive Specialist  
Air and Travel  
Biotechnology Services  
Careers with Children  
Carpenter  
Cisco  
Computer Applications for Business  
Dental Auxiliary Careers  
EKG  
Hotel Hospitality  
Insurance Billing and Coding  
Intro to Computers  
Nursing Aide  
Oracle Internet Academy  
Phlebotomy  
Sports Therapy and Fitness

### **Services Offered**

Veteran Approved  
On-Site Child Care  
Career Development  
Counseling  
Open Entry/Open Exit  
Distance/On-line Learning  
ESL Services

### **Programs Offered**

Computer Facilities Operator  
Cooking and Other Domestic Skills  
Electrical and Electronics Equipment  
Installer and Repairer, General  
English Language and Literature  
Financial Planning  
General Education Development Testing  
(GED)  
Reading  
Woodworkers  
Writing  
Parent Education

# San Mateo County Training Directory

Skyline College	South San Francisco Adult School
3300 College Drive San Bruno, CA 94066 Phone: (650) 738-4100 Fax: (650) 738-4200 Website: <a href="http://skylinecollege.edu">http://skylinecollege.edu</a>	825 Southwood Drive South San Francisco, CA 94080 Phone: (650) 877-8844 Fax: (650) 877-8786
<p><b><u>Services Offered</u></b></p> Financial Aid Job Placement Assistance Veteran Approved Career Development Counseling Open Entry/Open Exit Distance/On-line Learning ESL Services	<p><b><u>Services Offered</u></b></p> Counseling Open Entry/Open Exit ESL Services
<p><b><u>Programs Offered</u></b></p> Accounting Auto/Automotive Mechanic Biotechnology Business Administration Management Cosmetology Data Processing Services Computer and Information Sciences Electrical and Electronics Equipment Installer and Repairer, General Management Information Systems and Business Painters Apprenticeship Paralegal Physical Sciences Public Administration Surgical Technology	<p><b><u>Programs Offered</u></b></p> Administration of Special Education Business Administration and Management, General Electrical, Electronic and Communications Licensed Vocational Nursing Mathematics Science, Technology in Society
	<p><b>Wallin's Dive Center</b></p> 1119 Industrial Road, #7 San Carlos, CA 94070 Phone: (650) 591-5641 Fax: (650) 591-5924
	<p><b><u>Services Offered</u></b></p> Open Entry/Open Exit
	<p><b><u>Programs Offered</u></b></p> Basic Level Diver Diver (Professional) Diver (Instructor)

# San Mateo County Training Directory

## World Learning For Business

610 Elm Street, #203  
San Carlos, CA 94070  
Phone: (650) 596-9629  
Fax: (650) 596-0128  
Website: [www.worldlearning.org/business](http://www.worldlearning.org/business)

### Services Offered

Open Entry/Open Exit  
Distance/On-line Learning  
ESL Services

### Programs Offered

English for Business  
Customized Immersion Training  
Guided E-Learning  
Intercultural Training  
Other Languages Upon Request

## Zephyr Tech

1660 South Amphlett Boulevard, #116  
San Mateo, CA 94402  
Phone: (650) 655-2405  
Fax: (650) 655-2406  
Website: [www.zephyr-tec.com](http://www.zephyr-tec.com)  
Email: [hverrill@zephyr-tec.com](mailto:hverrill@zephyr-tec.com)

### Services Offered

Open Entry/Open Exit

### Programs Offered

Speech Recognition Software



Produced for



**Human Services Agency**  
County of San Mateo

by



A Service Administered by  
the City of Sunnyvale

